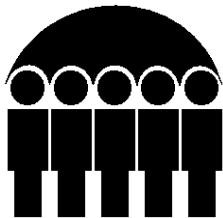


July 6, 2004

Employees' Manual
Title 9
Chapter I

CASE CLOSURE



Iowa
Department
of
Human Services

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CHAPTER OVERVIEW

Legal reference: 45 CFR 303.11; 441 IAC 95.14(252B)

Title IV, section D of the Social Security Act governs the Child Support Recovery Unit (referred to in this chapter as “the Unit”). For this reason, child support cases are “IV-D” cases. Federal rules provide specific regulations for closing IV-D cases.

This chapter contains:

- ◆ Policies and procedures for closing ICAR cases.
- ◆ Policies and procedures for stopping the case closure process.
- ◆ Policies and procedures for reopening closed cases.
- ◆ An explanation of the case archive process.

Case Closure Criteria

Legal reference: 45 CFR 303.11; 441 IAC 95.14

In order to be eligible for closure, a IV-D case must meet at least one of the following criteria:

- ◆ There is no longer a current support order and arrearages are under \$500 or unenforceable under state law.
- ◆ The obligor or alleged father is deceased and the Unit cannot take further action, including an administrative levy against the estate.
- ◆ The Unit cannot establish paternity for one of the following reasons:
 - The statute of limitations prevents paternity establishment. See 10-A, *ADMINISTRATIVE PATERNITY ESTABLISHMENT*.
 - A genetic test, a court action, or an administrative paternity process excluded the alleged father on the case and the recipient of services cannot identify another alleged father.
 - The IV-D agency determined it would not be in the best interest of the child to establish paternity in a case involving incest or forcible rape, or in any case with pending legal proceedings for adoption.

CHAPTER OVERVIEW

Case Closure Criteria

July 6, 2004

Iowa Department of Human Services

Title 9 General Information

Chapter I Case Closure

- The recipient of services does not know the biological father's identity and diligent efforts, including at least one interview by the IV-D agency with the recipient of services, do not reveal the alleged father's identity.
- ◆ The obligor's location is unknown, and the Unit has made diligent efforts using multiple sources, all of which have been unsuccessful, to locate the obligor:
 - Over a three-year period when the Unit has sufficient information to initiate an automated locate effort.
 - Over a one-year period when the Unit does not have sufficient information to initiate an automated locate effort.
- ◆ The obligor does not have income or assets the Unit can levy or attach for support, and the obligor cannot pay support for the duration of the child's minority because the obligor:
 - Is institutionalized in a psychiatric facility,
 - Is incarcerated with no chance for parole, or
 - Has a medically verified total and permanent disability with no evidence of support potential.
- ◆ The obligor is a citizen of and lives in a foreign country and all of the following are true:
 - The obligor does not work for the federal government.
 - The obligor has no reachable domestic income or assets.
 - Iowa has been unable to establish reciprocity with the country.
 - The obligor does not work for a company with headquarters or offices in the United States.
- ◆ Iowa provided location-only services.
- ◆ The non-public assistance (NPA) recipient of services requests closure of a case and there is no assignment to Iowa of medical support or of arrearages that accrued under a support order.
- ◆ Income maintenance (IM) determines the case meets the criteria for "good cause" and exempts the obligee from otherwise required cooperation with the Unit. The Unit may not proceed with support enforcement without risk of harm to the child or caretaker relative.

- ◆ In an NPA case, the Unit cannot locate the recipient of services within a 60 calendar day period despite attempts by both telephone and at least one letter sent by first-class mail to the last known address.
- ◆ In an NPA case, there is documentation of non-cooperation by the recipient of services and an action by the recipient of services is essential for the next step in providing IV-D services.
- ◆ Iowa documents failure by the initiating state to take an action that is essential for the next step in providing IV-D services in an interstate case.

Under certain circumstances, ICAR does not close cases or allow workers to close cases even if the cases meet the closure criteria listed. See **Conditions That Block Case Closure**.

Notification of the Recipient of Service

When a case meets a condition for closure, ICAR or a worker may start the case closure process. The Unit must notify the recipient of services when the case meets closure criteria. **Exception:** The only closure reasons that do not require a notice to the recipient of services are:

- ◆ The recipient of services requests closure.
- ◆ The Central Registry provided location-only services.
- ◆ Iowa's IV-A or Medicaid staff determine there is good cause to not use the Unit's services.

See **Generating Notice of Termination of IV-D Services to the Recipient**.

The recipient of services, while usually the obligee or caretaker on the case, may also be the obligor, the alleged father, or another state.

- ◆ If an obligor or alleged father completes form 470-0188, *Application for Nonassistance Support Services*, and pays the application fee, the obligor or alleged father is the recipient of services. When the obligor applies, the case setup worker enters a "Y" in the PAYOR IS APPLICANT field on the CASE screen.
- ◆ If Iowa is the responding state in an interstate case, the recipient of services is the other state.

The Unit must send notification to the recipient of services at least 60 days before the case closes to allow the recipient of services or initiating state to respond to the Unit before the case is closed. During the 60-day period following the Unit's issuance of form 470-0201, *Notice of Termination of Child Support Services*, and during any appeal process, continue to provide appropriate establishment and enforcement services.

The Unit must keep the case open if:

- ◆ The recipient of services or the initiating state provides information that may lead to establishment of paternity or a support order.
- ◆ The recipient of services or the initiating state provides information that may lead to enforcement of an order.
- ◆ The Unit reestablishes contact with the recipient of services whose location was previously unknown.

See **Stopping or Preventing Case Closure**.

Storage and Archive of Closed Cases

If there is no reason to keep the case open, ICAR automatically closes the case after the 60-day waiting period. ICAR issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

ICAR retains the case for a minimum of three years. Each office must also retain all physical or imaged records for closed cases for a minimum of three years. When appropriate, ICAR moves the closed case to the History Archive File. See **HISTORY OVERVIEW**.

After the Unit closes a case, a recipient of services may ask the Unit to reopen the case. The recipient of services must complete a new application for IV-D services and pay the application fee (or apply for IV-A benefits).

The recipient of services should report a change in circumstances that could lead to the establishment of a paternity or support order or the enforcement of an order. Do not reopen the case unless the circumstances that led to the original closure have changed.

CASE Screen at the Time of Notice of Termination

The highlighted areas on the following screen print of the CASE screen show the fields used to display case closure information. Refer to this example as you read the remaining sections of this chapter.

D479HC04	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	-- CASE --		TIME:
ICAR CASE NUMBER...: 5079	IABC CASE NUMBER...:		
FATHER UNKNOWN?...: Y	IABC CASE WRKR ID.:	ICIS CASE:	
	LAST	FIRST	MIDDLE
PAYOR 1 NAME.....: UNKNOWN	:	FATHER	:
PAYOR IS APPLICANT? N	USATTY:	HCDREF:	REASON:
GEN FACE SHEET....:		DRI:	FVI:
PAYOR 2 NAME.....:	:	:	:
PAYEE NAME.....: DOE	:	JANE	:
INTERSTATE.....: N			
CURRENT ACCT TYPE.: 11	CURRENT START DATE: 01 02 99		
ICAR CASE WRKR ID.: DOE9	CR ANNIVERSARY DTE: 04 30 00		
CHILD.....: DOE	:	JOHN	:
NPA APP REQUEST...:	NPA APP SENT.....:		
CASE OPEN DATE....: 01 02 99	REFERRAL/APPLICATION DATE.: 01 02 99		
STATUS (A/I/C/D/H): A	SPOUSAL SUPPORT ONLY (Y/N): N		
TERM NOTICE SENT...:	REASON:	CASE CLOSED DATE:	
REDIRECTION FLAG...: N	NSF HOLD FLAG (Y/N): N	LAST REVIEW DATE:	
CLOSE (N):	NOTICE GENERATE.....:	NEXT REVIEW DATE:	
PF2=ADD, PF3=MODIFY, PF5=INQUIRY, PF9=REFRESH			
NEXT SCREEN:		NOTES:	

CHILD Screen at the Time of Notice of Termination

ICAR uses information displayed in the CHILD screen during the closure process. Refer to the following screen print of the CHILD screen as you read the remaining sections of this chapter.

D479HC06	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	CHILD		TIME:
	DISABILITY:	DRI:	FVI:
CASE NUMBER.....: 5079	FC IABC CASE NUMBER..		CT? N
CHILD RESIDES WITH PAYEE...: Y	FACS ID.....:		UNXREF?:
B/C NO.....: -	VERIFY BIRTH INFO:	REQT BIRTH CERT:	
NAME (LFMS).....: DOE	: JOHN	:	:
SEX (F/M).....: M	RELATIONSHIP.....:		
SSN.....:		ASSIGN/TERM:	
CNTY OF RESIDENCE..:	STATE OF BIRTH.....:	CNTY:	
BIRTHDATE.....: 02 06 1992	EMANC. DATE.....: 02 06 2000	LTR:	
EMANC. CHANGE TYPE: R	EMANC. FLAG (Y/N)..: N	SCHOOL:	
STATE ID.....: 9999999X	BIRTH FACILITY.....: -	FED BEN:	
CURRENT ACCT TYPE..: 11	CURRENT START DATE..: 00 00 0000		
NEXT ACCT TYPE.....:	NEXT START DATE.....: 00 00 0000		
FCRU CASE WORKER...:	EMAN RETURN: : 00 00 0000		
GEN CONT. SERVICE..:	CORRECTION FLAG: CORRECTION START DATE		
BORN OUT OF WEDLCK: Y	PATERNITY ESTABLISHED.: 00 00 0000	HOW:	
COMMENTS:	CORRECTION RUN DATE		
F2=ADD,F3=MOD,F4=DEL,PF5=INQ,F6=CHILD2,F7=BCK,F8=FWR,F9=REFSH,F10=PATAFF			
NEXT SCREEN:	NOTES:	F12=XREFVER	

Closure Codes

ICAR uses 25 closure codes in the closure process. ICAR automatically enters some of these codes and the worker manually enters others. In alphabetical order, the closure codes are:

- ◆ **AGEL:** ICAR enters this code when the Unit cannot establish paternity because the child is 19 years old and statute of limitations prevents the Unit from establishing paternity.

- ◆ **CITZ:** Enter this code when:
 - The obligor is a citizen of, and lives in, a foreign country; and
 - The obligor has no reachable domestic income or assets; and
 - The Unit does not have reciprocity with the obligor's country of residence; and
 - The obligor does not work for the federal government or a company with headquarters or offices in the United States.
- ◆ **CONT:** Enter this code in a non-public assistance (NPA) case when, in a 60-day period, mail or support payments have been returned, and your attempts to contact the recipient of services by telephone and at least one first-class letter were unsuccessful.
- ◆ **COOP:** Enter this code when the recipient of services on an NPA case fails to cooperate, preventing you from taking the next essential step in providing services.
- ◆ **COOP1:** Enter this code when the bank returns the check for the application fee on an NPA case due to insufficient funds.
- ◆ **COOP2:** Obsolete. See **Deceased Obligee** for current procedures.
- ◆ **COOP3:** Enter this code when Iowa is the responding state in an interstate case and the initiating state has not provided information or materials needed for Iowa to take the next essential step in providing services.
- ◆ **DECD:** Enter this code when the obligor or alleged father is deceased and the Unit cannot take further action, including an administrative levy against the estate. ICAR does not allow you to enter this code if the case is certified for tax offset and the obligor died less than one year ago.
- ◆ **DECDA:** ICAR enters this code when the obligor is deceased and the Unit cannot take further action, including an administrative levy against the estate.
- ◆ **DISA:** Enter this code when the obligor has a medically verified total and permanent disability with evidence of no support potential.
- ◆ **EROR:** Enter this code to close a duplicate case. You may also use this code if the Unit accidentally reopens a case when the circumstances leading to the original case closure remain unchanged and the Unit still cannot proceed.
- ◆ **EXCL:** Enter this code when a court decision or genetic tests exclude the alleged father and the obligee does not know the identity of any other alleged father.
- ◆ **GOOD:** Obsolete. See **GOODA: Good Cause** for current procedures.

- ◆ **GOODA:** ICAR enters this code when the income maintenance worker approves good cause and the Unit cannot proceed with support enforcement without risk of harm to the child or caretaker relative. Only the income maintenance worker determines good cause and this closure code applies only to public assistance cases.
- ◆ **INST:** Enter this code when the obligor is institutionalized in a psychiatric facility and has no assets or income available that the Unit can levy or attach for the payment of support.
- ◆ **LOCA:** ICAR enters this code when the obligor's location is unknown for three years and the obligor's social security number is on ICAR.
- ◆ **LOCA1:** ICAR enters this code when the obligor's location is unknown for one year and the obligor's social security number is not on ICAR.
- ◆ **LOCS:** Central Registry enters this code to close a case referred by another state for location-only services.
- ◆ **NCIN:** Enter this code when it is not in the child's best interest to establish paternity because of incest, forcible rape, in any case where legal proceedings for adoption are pending, or in some cases involving minor parents.
- ◆ **NOFC:** Foster Care Recovery Unit staff enter this code when a child is no longer in foster care and there is no support due.
- ◆ **NOID:** Enter this code when the recipient of services cannot name an alleged father after at least one face-to-face interview with the Unit.
- ◆ **NSOR:** ICAR enters this code when there is no longer a current order for support, and all support and arrearages are paid.
- ◆ **NSOR1:** ICAR enters this code when there is no longer a current support order, past due amounts are under \$500 or unenforceable under state law, and there have been no payments made in the past three years.
- ◆ **NSOR2:** Enter this code when no support order has been established with the obligor or alleged father on the case and an order is permanently unattainable under state law.
- ◆ **PRSN:** Enter this code when the obligor is incarcerated with no chance of parole before the youngest child becomes emancipated. The obligor cannot have assets or income available that the Unit could levy or attach for the payment of support.

- ◆ **REQU**: Enter this code when the recipient of services or the initiating state requests termination of services. The recipient of services can only request closure for an NPA case with no support arrearage assigned to the state.
- ◆ **REQU1**: Enter this code when the obligee is deceased and the caretaker requests termination of services.

ICAR-INITIATED CLOSURE

When a case meets a requirement for an ICAR-initiated closure, ICAR follows a specific set of activities to close the case. There are seven circumstances when ICAR initiates case closure without worker intervention:

- ◆ **AGEL**: The Unit cannot establish paternity because the child is 19 years old, and the statute of limitations prevents the Unit from establishing paternity.
- ◆ **DECDA**: The obligor is deceased, and the Unit can take no further action, including an administrative levy against the estate.
- ◆ **GOODA**: The income maintenance worker has approved good cause, and the Unit cannot proceed with support enforcement without risk of harm to the child or caretaker relative. This closure code applies only to public assistance cases.
- ◆ **LOCA**: The obligor's location has been unknown for three years, and the obligor's social security number is on ICAR.
- ◆ **LOCA1**: The obligor's location been unknown for one year, and the obligor's social security number is not on ICAR.
- ◆ **NSOR**: There is no longer a current order for support, and all support and arrearages are paid.
- ◆ **NSOR1**: There is no longer a current support order, past due amounts are under \$500 or are unenforceable under state law, and there have been no payments made in the past three years.

If you attempt to enter any of these codes in the REASON field on the CASE screen, an on-line message notifies you that only ICAR can complete this type of closure.

Under certain circumstances, ICAR does not close a case even if it otherwise meets closure requirements. See **Conditions That Block Case Closure**.

AGEL: Paternity Establishment Barred by Statute of Limitations

Legal reference: 45 CFR 303.11(b)(3)(i); 441 IAC 95.14(1)“c”(1); Iowa Code Sections 614.8, 600B.13

The Unit may terminate child support services when the Unit cannot establish paternity because the youngest child on the case is at least 19 years old and the statute of limitations prevents the Unit from establishing paternity.

The Unit must notify the recipient of services in writing 60 days before closure by sending form 470/0201, *Notice of Termination of Child Support*, to the recipient of services. During the 60-day period following the issuance of the form and during any appeal process, continue to provide appropriate establishment procedures possible.

For information on the appeals process, see **Preparing for an Appeal**. For more information on paternity establishment, see 10-A, ***ADMINISTRATIVE PATERNITY ESTABLISHMENT***.

AGEL: Criteria

Once a month, ICAR selects cases with all the following characteristics:

- ◆ The only child or youngest child is 19 years of age or older.
- ◆ The CHILD screen has a “Y” in the BORN OUT OF WEDLOCK field.
- ◆ The CHILD screen has an “N” in the PATERNITY ESTABLISHMENT field.
- ◆ There is no obligation on the Obligation History (OBLIGHST) screen.

AGEL: ICAR-Initiated Activities at the Time of the Notice of Termination

When the case meets the closure criteria, ICAR does the following:

- ◆ Checks the CURRENT ACCT TYPE field on the CASE screen. If the account type is 11, 12, or 18, ICAR generates form 470/0201, *Notice of Termination of Child Support*, with the appropriate message.
- ◆ Enters “AGEL” in the REASON field on the CASE screen.
- ◆ Displays the current date in the TERM NOTICE SENT field on the CASE screen.
- ◆ Issues a narrative (CLOSE27) documenting that the closure notice was sent and the reason for closure.
- ◆ Sets an internal system calendar flag for 60 calendar days.

See **Stopping or Preventing Case Closure** if, in the 60 days before ICAR completes the closure process, you receive a response of further information that warrants keeping the case open.

AGEL: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after generating form 470/0201, *Notice of Termination of Child Support*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies the income maintenance worker through the REFER system if the case account type is 11 or 18.

1. A case has three children. The CHILD screen reflects that the parent’s marriage established paternity for all three children. All of the children are now over the age of 19. ICAR does not close the case using the “AGEL” closure code. Because the parent’s marriage establishes paternity, the case does not meet the requirements of the “AGEL” closure code.
2. A case has three children. The worker does not know the date of birth for any of the children and enters an incorrect date of 01/01/1900 as the date of birth for all three. The Unit has not established paternity for any of these children. ICAR closes this case using the “AGEL” closure code. Because of the incorrect dates of birth, ICAR determines the children are past the statute of limitations to establish paternity.

DECDA: Obligor or Alleged Father Deceased

Legal reference: 45 CFR 303.11(b)(2); 441 IAC 95.14(1)“b”

The Unit may terminate services when the obligor or alleged father is deceased and the Unit cannot take further action, including an administrative levy against the estate.

You can close a case using the “DECD” closure code when the obligor is deceased. (See **DECD: Obligor or Alleged Father Deceased** for more information about closing a case manually when the obligor is deceased.)

However, if a case is certified for federal or state tax offset, ICAR does not allow closure unless it has been one year since the date of death. So that you do not need to set a calendar flag to remind you to close the case later, ICAR automatically closes it using the “DECDA” code if the case still meets closure criteria a year after the obligor’s death.

Note: ICAR will also use the “DECDA” closure code to close cases automatically before the anniversary of an obligor’s death, provided there are no balances certified for tax offset and all other closure criteria are met.

Because ICAR can automatically select a case for closure when the obligor is deceased, it is very important that you verify any information you receive regarding the obligor’s death. This information could come from an automated location source, the obligee, or another source. Confirm the death through a verifiable source, such as the person’s obituary or death certificate. If the obligor is not deceased, be sure to remove any entries in the DECEASED or DATE OF DEATH fields on the LOCATE screen.

Once you verify that the obligor is deceased, enter a “Y” in the DELAY CLOSING/ASSETS field on the LOCATE screen if there is support due. This prevents ICAR from selecting the case for “DECDA” closure while you attempt to locate an estate or other assets. Remove the “Y” after all support payments from an estate or other source have been collected or when you confirm that no future payments (other than tax offsets) are possible. See the location process for more information about pursuing assets.

ICAR does not automatically end current obligations with the date of the obligor’s death. Unless the order states support continues to accrue after the obligor’s death, enter the date of death as the new obligation end date.

The Unit must notify the recipient of services, in writing, 60 days before the case closes. This case closure procedure requires the Unit to send form 470/0201, *Notice of Termination of Child Support*, to the recipient of services. When the obligor or the alleged father is the recipient of services, the form is addressed to the last known address. When the Unit provides services to another state, the form is addressed to that state.

During the 60-day period following the issuance of the form and during any appeal process, continue to provide appropriate establishment or enforcement procedures.

DECDA: Criteria

Once a month, ICAR selects cases with all of the following characteristics:

- ◆ There is a “Y” in the DECEASED field on the LOCATE screen.
- ◆ There is a date in the DATE OF DEATH field on the LOCATE screen.
- ◆ There is not a “Y” in the DELAY CLOSING/ASSETS field on the LOCATE screen.
- ◆ Federal or state taxes are certified for offset, and the DATE OF DEATH entry is more than one year in the past.
- ◆ There are no active processes. See **Identifying Cases With Open Processes** for more information.

DECDA: ICAR-Initiated Activities at the Time of the Notice of Termination

When the case meets the criteria, ICAR does the following:

- ◆ Checks the CURRENT ACCT TYPE field on the CASE screen. If the account type is 11, 12, or 18, ICAR generates form 470/0201, *Notice of Termination of Child Support*, with the appropriate message.
- ◆ Checks the DISMISSED/ENDED field on the INTERSTA screen where IA is the responding state. If the date is within the past 30 days or is zeros, ICAR generates form 470/0201, *Notice of Termination of Child Support*, with the appropriate message.
- ◆ Enters “DECDA” in the REASON field on the CASE screen.

- ◆ Issues a narrative documenting that the Unit sent the closure notice and the reason for the closure. ICAR issues a narrative (CLOSE99 when the form is sent to the obligee, CLOSE101 when the form is sent to the obligor, and CLOSE98 when the form is sent to another state).

If ICAR does not send a notice because there is no address for the recipient of services or services are not being provided, ICAR issues a different narrative (CLOSE100, CLOSE102 or CLOSE 103).

- ◆ Sets an internal calendar flag for 60 calendar days.

See **Stopping or Preventing Case Closure** if, in the 60 days before ICAR completes the closure process, you receive a response of further information that warrants keeping the case open.

DECDA: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after ICAR generates form 470/0201, *Notice of Termination of Child Support*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative (CLOSE54 or CLOSE104) based on whether there is an active interstate process.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. A case on ICAR has an obligor who obligor pays all monthly coupons in full and on time. The order continues until the child’s 18th birthday (January 2008).

The obligor dies in May 2003. You end the obligation on the date of the obligor’s death. You do not enter a “Y” in the DELAY CLOSING/ASSETS field on the LOCATE screen because there is no balance due. Since there is no balance due and the case is not certified for state or federal tax offsets, ICAR selects the case for closure the following month using the “DECDA” code. ICAR closes the case 60 days later.

2. A case on ICAR has an obligor who owes child support of \$200 per month. The obligor makes only a \$100 per month payment for 12 months and the Unit certifies the obligor for state and federal tax offset. The obligor dies.

When the obligor dies, you modify the obligation end date to match the date of death. You enter a "Y" in the DELAY CLOSING/ASSETS field on the LOCATE screen because there is a balance due. After you confirm there is no estate, you remove the "Y" from the DELAY CLOSING/ASSETS field. Since the case is certified for state and federal tax offset, ICAR selects the case for closure the month following the one-year anniversary of the obligor's death.

3. A case on ICAR has an obligor who owes \$2000.00 in back support when the obligor dies. You enter a "Y" in the DELAY CLOSING/ASSETS field on the LOCATE screen because there is a balance due. You file a claim against the obligor's estate for the balance due. ICAR does not select the case for closure until you remove the "Y" in the DELAY CLOSING/ASSETS field when the payment is received.

GOODA: Good Cause

Legal reference: 45 CFR 303.11(b)(9); 441 IAC 95.14(1)"g"

The Unit may terminate child support services in a public assistance case (Family Investment Program (FIP) or Medicaid) when the IM worker determines that support establishment or enforcement presents a risk of harm to the child or the obligee.

When you refer the case to the IM worker to determine good cause or when a good cause determination is pending, ICAR inactivates the case and enters "IGOOD" in the REASON field. See **IGOOD: Inactive Good Cause**.

When the IM worker grants good cause and enters an "A" in the GOOD CAUSE field on the REFER2 screen, ICAR enters "GOODA" in the REASON field on the CASE screen. ICAR issues a narrative (REFER58) to document the case will close in 60 days and that the Unit should not take any enforcement or establishment actions.

ICAR does not generate form 470/0201, *Notice of Termination of Child Support*, for this closure code. Federal regulations and state rules do not require the Unit to send this form when closing a case for good cause.

GOODA: ICAR-Initiated Activities After 60 Calendar Days

Once a month, ICAR does the following if it has been at least 60 days since the IM worker granted good cause:

- ◆ Issues a narrative (CLOSE97) documenting the reason for closure.
- ◆ Enters “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in CASE CLOSED DATE field.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. An obligee receiving FIP benefits requests good cause. The IM worker reviews the obligee’s situation and determines support establishment or enforcement presents a risk of harm to the child and obligee. The IM worker grants good cause.

ICAR enters “GOODA” in the REASON field and issues a narrative (REFER58). After 60 days, ICAR closes the case and issues a narrative (CLOSE97) and a calendar flag (CLOSE2).

2. An NPA obligee requests child support services. During the first interview, the obligee indicates fear of the obligor and does not want the Unit to take any establishment or enforcement action that might cause the obligor to harm the obligee or the child.

Tell the obligee about the Unit’s confidentiality procedures. The obligee may ask the Unit to close the case if the obligee does not want our services. See **REQU: Termination of Services Requested, No State Arrears.**

3. An obligee receives FIP benefits. The obligor lives with the family and is on the FIP grant. The obligee does not want the Unit to establish a child support order against the obligor because that would take more money away from the family. The obligee feels this is good cause not to cooperate with the Unit.

ICAR does not close the case using the “GOODA” closure code. The IM worker did not determine good cause exists. The Unit does not establish orders when the obligor is a part of the FIP household. See **NSOR2: No Order Established, Establishment Now Prohibited.**

4. An obligee who receives FIP benefits has requested the IM worker grant good cause. The IM worker enters a “P” in the GOOD CAUSE field on the REFER2 screen so the Unit will not take action until a determination is made. ICAR inactivates the case and enters “IGOOD” in the REASON field on the CASE screen. The IM worker determines that good cause does not exist and enters a “D” in the GOOD CAUSE field.

ICAR reactivates the case and removes the “IGOOD” entry from the REASON field. The obligee is required to cooperate with the Unit for establishment and enforcement actions.

LOCA: Location Unknown After Three-Year Search

Legal reference: 45 CFR 303.11(b)(4)(i); 441 IAC 95.14(1)“d”(1)

The Unit may terminate services when unable to locate the obligor or alleged father. If the Unit knows the social security number (SSN) for the obligor or alleged father, ICAR uses it to search automated location sources for three years. If, after three years, the Unit cannot locate the obligor or alleged father’s address or employer and the obligor or alleged father did not make payments on the case during the three years, ICAR closes the case.

During this three-year period, ICAR automatically searches for location leads on cases without a verified address or employer. ICAR automatically submits an electronic match to the Federal Parent Locator Service every six months and issues a narrative (LOC27) when it sends the request to the Federal Parent Locator Service.

To see the status of an obligor or alleged father’s location, review the entries on the ADDVER and EMPVER screens. If there is no verified address or employer, review the VERIFIED LOC and DATE fields on the LOCATE screen to see when the Unit last had a location.

To see when alleged father was added to a case, review the AF ADDED field on the LOCATE screen. All alleged fathers with an SSN must have been on the case without location for three years before ICAR will close the case using the “LOCA” closure code.

Make sure you exhaust all leads generated by ICAR and your manual location efforts. Refer to the location process for more information.

Generation of the Request for New Information About Obligor

As a part of ongoing location efforts, ICAR automatically generates form 470-3199, *Request for New Information*, to the obligee at least once a year in an effort to seek additional information.

You may manually generate the *Request for New Information* to the obligee for a particular obligor or alleged father. To manually generate the form, enter a “Y” in the SEND PAYEE LETTER field on the Parent Locate (LOCATE) screen and press the F3 key to update.

ICAR does not print nor does ICAR allow you to print this form if the case does not have the obligee’s address on the PAYEE screen.

This form is specific to the alleged father or obligor listed on the LOCATE screen on which you requested the form. ICAR does not generate this form if any of the following is true:

- ◆ The alleged father is bypassed or excluded by genetic tests, or another person is the obligor on the case.
- ◆ The obligor filed for Chapter 11 or Chapter 13 bankruptcy.
- ◆ The account type is 14, 15, 16, or 19.
- ◆ The case account type is 17 and the case does not have a IV-D balance.
- ◆ The obligor or alleged father about whom ICAR would send the form is deceased.
- ◆ The obligee does not have a verified address listed on the PAYEE screen.

Do not sanction the obligee for failure to return the form. On a PA case, if the obligee does not return this form, do not refer the case to IV-A for non-cooperation.

On an NPA case, if the obligee does not return this form, do not tell the obligee you will close the case for non-cooperation. While this is a request for more information, no state rules require the obligee to return the form. The obligee can reply in any format or not reply at all.

LOCA: Criteria

An automated program to identify LOCA cases runs monthly on the third weekend of the month. ICAR selects cases with all the following characteristics:

- ◆ The obligor or alleged father's SSN is stored on the case.
- ◆ The CASE OPEN DATE field on the CASE screen is at least three years old.
- ◆ No current verified employer or address exists.
- ◆ No payments have been made in the last year.
- ◆ The Unit found no verified mailing address or employer in the last three years. ICAR maintains an internal indicator that records the date the worker deleted the last verified address or employer (whichever is more recent) from the PAYOR screen or PAYEMP screen.
- ◆ The obligor or most recently added alleged father has been on the case for a minimum of three years.

LOCA: ICAR-Initiated Activities at the Time of Notice of Termination

When the case meets the criteria, ICAR does the following:

- ◆ Checks the ICARCASE WRKR ID field on the CASE screen.
- ◆ Unless the account type is 17 and the worker ID is "CSC," "PL," "AFC," or "AAF," generates form 470/0201, *Notice of Termination of Child Support*, with the appropriate message and sends it to the recipient of services.
- ◆ Enters "LOCA" in the REASON field on the CASE screen.
- ◆ Displays the current date in the TERM NOTICE SENT field on the CASE screen.
- ◆ Issues a narrative (CLOSE31) documenting the closure notice was sent and the reason for closure.
- ◆ Sets an internal system calendar flag for 60 calendar days.

See **Stopping or Preventing Case Closure** if, in the 60 days before ICAR completes the closure process, you receive a response or further information that warrants keeping the case open.

LOCA: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after generating form 470/0201, *Notice of Termination of Child Support*, ICAR does the following:

- ◆ Checks for a payment received in the past 60 days.
- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. The obligee applies for services. You open a case on June 1, 2003, and enter the obligor’s SSN on the LOCATE screen. You do not have the obligor’s address so you leave the Address Verification (ADDVER) screen blank.

In August 2003, ICAR reviews the case. Although there is still no verified obligor address, ICAR does not close the case. The case must be open for at least three years to close with the “LOCA” closure code.

2. You open a case on June 1, 2000, and enter the obligor’s SSN on the LOCATE screen. You also enter obligor’s address on the ADDVER screen as verified and update the PAYOR screen with the address.

In October 2000, you discover the obligor’s address is no longer valid and delete the address from the PAYOR screen.

The Unit never enters another verified address on the case, and each year ICAR sends form 470-3199, *Request for New Information*, to the obligee.

In October 2003, three years after you removed the obligor’s address, ICAR closes the case using the “LOCA” closure code.

3. The obligee applies for services and you open a case on June 1, 1999. You do not have a verified address for the only alleged father on the case, so you leave the ADDVER screen blank.

In February 2000 and February 2001, ICAR sends the *Request for New Information* to the obligee seeking information about the location of the alleged father. The obligee returns the forms with no new information.

As of June 2002, ICAR has never had a verified address for the alleged father. In July 2003, ICAR still does not have a verified address for the alleged father. When the case closure program runs that month, ICAR begins the case closure process.

LOCA1: Location Unknown After One-Year Search

Legal reference: 45 CFR 303.11(b)(4)(ii); 441 IAC 95.14(1)“d”(2)

The Unit may terminate services when the obligor or alleged father’s location is unknown. If the Unit does not know the obligor or alleged father’s social security number, ICAR attempts to identify the correct social security number through various sources.

After one year, if ICAR cannot find a social security number, you do not enter a social security number on the case, and location efforts are unsuccessful, ICAR closes the case. During the year, you must make diligent attempts to locate the obligor using multiple sources.

To see the status of an obligor or alleged father’s location, review the entries on the ADDVER and EMPVER screens. If there is no verified address or employer, review the VERIFIED LOC and DATE fields on the LOCATE screen to see when the Unit last had a location.

To see when an alleged father was added to a case, review the AF ADDED field on the LOCATE screen. All alleged fathers without an SSN must have been on the case without location for a year before ICAR will close the case using the “LOCA1” closure code.

The Unit must send form 470/0201, *Notice of Termination of Child Support*, to the recipient of services 60 days before closure. During the 60-day period following the issuance of the form and during any appeal process, continue to look for the obligor, and continue any appropriate enforcement actions.

ICAR automatically searches for location and employment information on the case. ICAR sends information about the obligor to the Federal Case Registry (FCR) in an attempt to obtain the obligor's social security number.

ICAR automatically generates form 470-3199, *Request for New Information*, to the obligee at least once during the year in an effort to seek additional information. Make sure you exhaust all leads generated by ICAR or your manual location efforts. Refer to the location process for more information.

You may manually generate a version of the *Request for New Information* and send it to the obligee for a particular obligor or alleged father. To manually generate it, enter a "Y" in the SEND PAYEE LETTER field on the LOCATE screen and press the F3 key to update. ICAR does not allow you to print this form if the case does not have the obligee's address on the PAYEE screen.

This form is specific to the alleged father or obligor listed on the LOCATE screen on which you requested the form. ICAR does not generate this form if:

- ◆ The alleged father is bypassed or excluded by genetic tests or another person is the obligor on the case;
- ◆ The obligor filed for Chapter 11 or Chapter 13 bankruptcy;
- ◆ The account type is 14, 15, 16, or 19;
- ◆ The case account type is 17 and the case does not have a IV-D balance;
- ◆ The obligor or alleged father about whom ICAR would otherwise send the form is deceased; or
- ◆ The obligee does not have a verified address listed on the PAYEE screen.

LOCA1: Criteria

The automated program to close LOCA1 cases runs the third weekend of each month. When there is no SSN stored on the case for an obligor or alleged father, ICAR selects cases with all the following characteristics:

- ◆ The CASE OPEN DATE field on the CASE screen is at least one year old.
- ◆ No current verified employer or address exists.
- ◆ No payments have been made in the last year.

- ◆ The Unit has had no verified mailing address or employer for the obligor or alleged father in the last year. ICAR maintains an internal indicator that records the date the worker deleted the last verified address or employer (whichever is more recent) from the PAYOR screen or PAYEMP screen.
- ◆ The obligor or most recently added alleged father has been on the case for a minimum of one year.

LOCA1: ICAR-Initiated Activities at the Time of Notice of Termination

When the case meets the closure criteria, ICAR does the following:

- ◆ Checks the ICARCASE WRKR ID field on the CASE screen.
- ◆ Unless the account type is 17 and the worker ID is “CSC,” “PL,” “AFC,” or “AAF,” generates form 470/0201, *Notice of Termination of Child Support*, with the appropriate message and sends it to the recipient of services.
- ◆ Enters “LOCA1” in the REASON field on the CASE screen.
- ◆ Displays the current date in the TERM NOTICE SENT field on the CASE screen.
- ◆ Issues a narrative (CLOSE81) documenting the closure notice was sent and the reason for closure.
- ◆ Sets an internal system calendar flag for 60 calendar days.

See **Stopping or Preventing Case Closure**, if you receive a response or further information in the 60 days before ICAR completes the closure process that warrants keeping the case open.

LOCA1: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after generating form 470/0201, *Notice of Termination of Child Support*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.

- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies the IM worker through the REFER system if the case account type is 11 or 18.

1. The obligee applies for services and you open a case in July 2002. You do not know the obligor's social security number, so you leave the SSN field on the LOCATE screen blank. You do not know the obligor's address either, so you leave the ADDVER screen blank.

In February 2003, ICAR sends form 470-3199, *Request for New Information*, to the obligee. The obligee returns the letter but offers no new information.

In August 2003, ICAR closes the case using the "LOCA1" closure code.

2. The obligee applies for services and you open a case in July 2002. You do not know the obligor's social security number, so you leave the SSN field on the LOCATE screen blank. You do not know the obligor's address so you leave the ADDVER screen blank.

In December 2002, you remove the obligee's address but do not have the obligee's new address.

In February 2003, ICAR still does not have a verified address for the obligor. ICAR does not send form 460-3199, *Request for New Information*, to the obligee because ICAR does not have a verified address for the obligee.

In March 2003, you find a verified address for the obligee, and send *Request for New Information* to the obligee.

In July 2003, the case has been open for one year, ICAR still does not have a social security number or address for the obligor, and you sent the form to the recipient of services. ICAR closes the case using the "LOCA1" closure code.

NSOR: No Current Support, No Arrears

Legal reference: 45 CFR 303.11(b)(1); 441 IAC 95.14(1)"a"

The Unit may terminate services when the obligor pays the full amount of a court-ordered support obligation and the obligor does not owe arrearages.

NSOR: Criteria

An automated program to close cases that meet the NSOR criteria runs monthly. ICAR selects cases that meet the following criteria:

- ◆ The case has an obligation; and
- ◆ The case received payments within the last three years; and
- ◆ The balance is less than \$1.00; and
- ◆ Any reimbursement (RE) or medical reimbursement (MR) obligations have effective dates at least three years old, and other obligations have end dates of the current date or earlier.

If the case meets the criteria, ICAR enters “NSOR” in the REASON field on the CASE screen and issues a narrative (CLOSE1) documenting there is no longer a current support order and all support and arrearages are paid.

NSOR: Notice of Balance Below \$50

If the case meets the criteria above but the balance is between \$1.00 and \$49.99 (inclusive), ICAR does not close the case.

However, ICAR checks the date and type of payments within the last three months to determine whether to notify the obligor the balance is below \$50.00.

- ◆ If the case received an income withholding order (IWO) payment within the last three months, ICAR issues a narrative (CLOSE43) documenting the account balance is below \$50.
- ◆ If the case did not receive an IWO payment in the last three months, ICAR checks for a verified mailing address for the obligor.
 - If there is a verified mailing address, ICAR generates form 470-3210, *Notice of Balance Below \$50*, to encourage the obligor to pay the balance. ICAR also issues a narrative (CLOSE44) documenting the balance notice was sent notifying the obligor the balance is below \$50.
 - If there is no verified mailing address, ICAR issues a narrative (CLOSE49) documenting the reason the balance notice notifying the obligor the balance is below \$50 was because there was not a valid address.

Note: If the obligor does not pay the balance and makes no payments for three years, the case may become eligible for closure under NSOR1. See **NSOR1: No Current Order, Arrears Under \$500, No Recent Payments**.

NSOR: ICAR-Initiated Activities at the Time of Notice of Termination

When the case meets the closure criteria, ICAR does the following:

- ◆ Checks the CURRENT ACCT TYPE field on the CASE screen. If the account type is 11, 12, or 18, ICAR generates form 470/0201, *Notice of Termination of Child Support Services*, with the appropriate message.
- ◆ Enters “NSOR” in the REASON field on the CASE screen.
- ◆ Enters the current date in the TERM NOTICE SENT field on the CASE screen.
- ◆ Issues a narrative (CLOSE1) documenting there is no longer a current support order and all support and arrearages are paid.
- ◆ Sets an internal system calendar flag for 60 calendar days.

See **Stopping or Preventing Case Closure**, if you receive a response or further information in the 60 days before ICAR completes the closure process that warrants keeping the case open.

NSOR: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after generating form 470/0201, *Notice of Termination of Child Support*, ICAR does the following:

- ◆ Checks for a payment received in the past 60 days.
- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. You open a case in June 1990 and establish an obligation of \$200 per month beginning October 1, 1990, and ending July 1, 2003.

The obligor makes payments in full every month from the obligation start date (October 1, 1990) through the obligation end date (July 1, 2003).

The Unit receives the final payment on July 3, 2003. The balance on the case is \$0 and no future support will be due. ICAR sends the recipient of services form 470/0201, *Notice of Termination of Child Support*, and begins to close the case using the “NSOR” closure code.

2. You open a case in June 1990 and establish an obligation of \$200 per month beginning October 1, 1990, and ending July 1, 2003. You also establish a \$2,000 reimbursement order due October 1, 1999.

The obligor makes regular payments on the ongoing obligation and makes periodic payments on the reimbursement order. In July 2003, the obligor pays the current support obligation in full. However, the obligor still owes \$650 on the reimbursement order.

In August 2003, the obligor makes the final payment of \$650. The balance on the case is \$0. ICAR sends the recipient of services form 470/0201, *Notice of Termination of Child Support*, and begins to close the case using the “NSOR” closure code.

3. You open a case in June 1989 and establish an obligation of \$150 per month beginning June 1, 1989, and ending July 1, 2003.

The obligor is self-employed but makes regular payments. In July 2003, the obligor pays the current support obligation in full but still owes \$45 in arrears.

Because the balance is more than \$1, ICAR does not close the case using the “NSOR” closure code.

However, ICAR reviews the case and finds the case received payments in the last three years but has not received an income withholding order payment in the last three months. ICAR sends the obligor form 470-3210, *Notice of Balance Below \$50*, and issues a narrative (CLOSE44) documenting the notice was sent to the obligor.

NSOR1: No Current Order, Arrears Under \$500, No Recent Payments

Legal reference: 45 CFR 303.11(b)(1); 441 IAC 95.14(1)“a”

The Unit may terminate services when there is no longer a current support order, and past-due amounts are under \$500.00 or unenforceable under state law.

NSOR1: Criteria

An automated program to close cases that meet the NSOR1 criteria runs monthly. ICAR selects cases that meet the following criteria:

- ◆ The balance is between \$1.00 and \$500.00; and
- ◆ The case has one or more obligations that are at least three years old; and
- ◆ The case had no payments in the last three years; and
- ◆ Any reimbursement (RE) or medical reimbursement (MR) obligations have effective dates at least three years old and other obligations have end dates of the current date or earlier.

If the case meets the criteria, ICAR enters “NSOR1” in the REASON field on the CASE screen and issues a narrative (CLOSE26) documenting there is no longer a current support order, the past due amounts are below \$500, and no support has been collected during the past three years.

NSOR1: ICAR-Initiated Activities at the Time of Notice of Termination

When the case meets the closure criteria, ICAR does the following:

- ◆ Checks the CURRENT ACCT TYPE field on the CASE screen. If the account type is 11, 12, or 18, ICAR generates form 470/0201, *Notice of Termination of Child Support*, with the appropriate message.
- ◆ Enters “NSOR1” in the REASON field on the CASE screen.
- ◆ Displays the current date in the TERM NOTICE SENT field on the CASE screen.
- ◆ Issues a narrative (CLOSE26) documenting there is no longer a current support order, the past due amounts are below \$500 and no support has been collected during the past three years.
- ◆ Sets an internal system calendar flag for 60 calendar days.

See **Stopping or Preventing Case Closure** if, in the 60 days before ICAR completes the closure process, you receive a response or further information that warrants keeping the case open.

NSOR1: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after generating form 470/0201, *Notice of Termination of Child Support*, ICAR does the following:

- ◆ Checks for a payment received in the past 60 days.
- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies the income maintenance worker through the REFER system if the case account type is 11 or 18.

1. You open a case in January 1999 and establish an obligation of \$50 a month beginning March 1999 and ending December 2000.

The obligor makes regular payments of \$50 from March 1999 through April 2000. From May 2000 through December 2000 (the end of the obligation), the obligor does not make a payment, creating a balance of \$400. The obligor makes no further payments.

In May 2003, three years after the last payment, ICAR begins closing the case using the “NSOR1” closure code.

2. You open a case in January 1999 and establish an obligation of \$50 a month beginning March 1999 and ending December 2000.

The obligor makes regular payments of \$50 from March 1999 through November 2000. The obligor makes a \$1 payment in December, creating a balance of \$49. In January 2001, ICAR generates a letter to the obligor, notifying of a balance under \$50. (See **NSOR: No Current Support, No Arrears**.)

ICAR-INITIATED CLOSURE

NSOR1: No Current Order, Arrears Under \$500,...

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Iowa Department of Human Services

Title 9 General Information

Chapter I Case Closure

The Unit does not receive a payment by January 2004 and ICAR begins closing the case using the “NSOR1” closure code.

(If the obligor paid the final \$49 due on the obligation before January 2004, ICAR would begin closing the case using the “NSOR” closure code instead.)

WORKER-INITIATED CLOSURE

When a case meets the requirements for worker-initiated closure, follow the detailed steps outlined below for the appropriate closure reason. There are 20 circumstances when a worker initiates case closure. The worker-entered closure codes are:

- ◆ **CITZ:** The obligor is a citizen of, and lives in, a foreign country and has no reachable domestic income or assets.
- ◆ **CONT:** In a 60-day period, mail or support payments have been returned in a non-public assistance (NPA) case, and attempts to contact the recipient were unsuccessful.
- ◆ **COOP:** The recipient of services on an NPA case fails to cooperate, preventing the next essential step in providing services.
- ◆ **COOP1:** The bank returns the check for the application fee on an NPA case due to insufficient funds.
- ◆ **COOP2:** Obsolete. See **Deceased Obligee** for current procedures.
- ◆ **COOP3:** Iowa is the responding state and the initiating state has not provided information or materials needed for Iowa to take the next essential step in providing services.
- ◆ **DECD:** The obligor or alleged father is deceased and the Unit cannot take further action.
- ◆ **DISA:** The obligor has a total and permanent disability with no support potential.
- ◆ **EROR:** A duplicate case or a reopened case where the circumstances leading to the original case closure remain unchanged and the Unit still cannot proceed.
- ◆ **EXCL:** A court decision or genetic tests exclude the alleged father and the obligee does not know the identity of any other alleged father.
- ◆ **GOOD:** Obsolete. See **GOODA: Good Cause** for current procedures.

- ◆ **INST:** The obligor is institutionalized in a psychiatric facility and has no assets or income available that the Unit can levy or attach for the payment of support.
- ◆ **LOCS:** A case referred by another state for location-only services is closed.
- ◆ **NCIN:** It is not in the child's best interest to establish paternity because of incest, forcible rape, pending adoption are, or minor parents.
- ◆ **NOFC:** A child is no longer in foster care and there is no support due.
- ◆ **NOID:** The recipient of services cannot name an alleged father.
- ◆ **NSOR2:** No support order has been established with the obligor or alleged father and an order is permanently unattainable.
- ◆ **PRSN:** The obligor is incarcerated with no chance of parole before the youngest child becomes emancipated.
- ◆ **REQU:** The recipient of services or the initiating state requests termination of services.
- ◆ **REQU1:** The obligee is deceased and the caretaker requests termination of services.

Each section below explains specific situations and considerations necessary to begin a worker-initiated closure for each closure code. Review the case to determine whether it meets the requirements for closure as outlined in this section.

Before entering the appropriate reason code, check for any conditions that may block closure and for any special case circumstances that may affect closure. Check to make sure the demographic information is correct for the obligee and obligor before going forward with closure. See **CASE-SPECIFIC CIRCUMSTANCES THAT AFFECT CASE CLOSURE** for more information.

For certain conditions that block case closure, ICAR displays on-line messages, such as the following, to let you know closure cannot proceed until you make the necessary case changes:

- ◆ "MUST FIX ERROR CONDITION BEFORE ATTEMPTING CLOSURE."
- ◆ "DISTRIBUTION AMOUNT IN HOLD – CANNOT CLOSE CASE."
- ◆ "CLOSURE NOT ALLOWED – OPEN PROCESS ON CASESTAT SCREEN."

If you misspell a closure reason, ICAR displays the following message: "INVALID REASON CODE – PRESS F1 FOR A LIST OF VALID CASE CLOSURE REASON CODES." Review the requested closure code, re-enter the code, and try again.

When you enter a closure code, ICAR issues a reason-specific narrative that requires your entry. To complete the narrative, explain how the case meets the closure criteria.

After issuing the narrative, ICAR generates form 470-0201, *Notice of Termination of Child Support Services*, for all worker-entered reason codes except GOOD, EROR, REQU, and REQU1. In these instances, ICAR displays the following on-line message: "THE CASE INFORMATION HAS NOW BEEN UPDATED."

Except for the "COOP" (non-cooperation) and "COOP3" closure codes, ICAR provides all information needed on form 470-0201, *Notice of Termination of Child Support Services*. These two codes require worker entry on the FORMVIEW screen.

CITZ: Parent Citizen or Lives in Foreign Country

Legal reference: 45 CFR 303.11 (b)(6); 441 IAC 95.14(1)"f"

The Unit may terminate services if all of the following are true:

- ◆ The obligor is a citizen of, and lives in, a foreign country;
- ◆ The obligor does not work for the federal government or a company with headquarters or offices in the United States;
- ◆ The obligor has no reachable domestic income or assets; and
- ◆ The Unit does not have a reciprocity agreement with the obligor's country of residence.

CITZ: Worker Actions

When you find the obligor is a citizen of and lives in a foreign country, check to see if the Unit has a reciprocity agreement with the country in which the obligor resides. See 9-E, **Entering International Order Obligations on ICAR**, for a list of countries that share reciprocity with Iowa.

If the Unit has a reciprocity agreement, do not close the case using the "CITZ" closure code. Attempt establishment and enforcement.

If the Unit does not have a reciprocity agreement, do the following:

- ◆ Contact the obligee to see if the obligor has any reachable domestic sources of income or assets, or works for the federal government or a company with headquarters or offices in the United States.
- ◆ Narrate and document these contacts, as well as the information obtained.
- ◆ If you find reachable domestic sources of income, do not close the case using the “CITZ” closure code. Attempt establishment and enforcement.
- ◆ If you cannot find reachable domestic sources of income, initiate case closure.

To initiate case closure, do the following:

- ◆ Check the address of the recipient of services. If there is no current verified address, consider closing the case using the “CONT” closure code. See **CONT: Recipient of Services’ Location Is Unknown**.
- ◆ Access the case screen and enter “CITZ” in the REASON field. ICAR issues a narrative (CLOSE10) documenting the closure notice was sent and the reason for closure. In the narrative, explain your documentation for using the “CITZ” closure code.
- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. ICAR automatically enters all of the information for the form. Review the data to make sure it is correct.
- ◆ Send form 470-0201, *Notice of Termination of Child Support Services*, by first-class mail to the recipient of services. Place a copy in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient’s right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

CITZ: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. A child’s caretaker begins receiving FIP. You open two caretaker cases—caretaker vs. the mother and caretaker vs. the father. You locate the mother living in Kenya, Africa. The caretaker does not know where the father lives, and you cannot locate the father through other means.

Since Iowa has not successfully established a reciprocity agreement with Kenya, close the caretaker vs. mother case using the “CITZ” closure code.

Do not close the caretaker vs. father case using the “CITZ” closure code unless you find the father and his case also meets the closure criteria for the “CITZ” code.

2. The obligee applies for services and you open a case. You locate the father in Great Britain. Since Iowa does have reciprocity with Great Britain, do not close this case using the “CITZ” closure code. Keep the case open for the appropriate international establishment or enforcement actions.

CONT: Recipient of Services’ Location Is Unknown

Legal reference: 45 CFR 303.11(b)(10); 441 IAC 95.14(3)“b”

The Unit may terminate services if, in a 60-day period:

- ◆ The children and obligee are not on public assistance,
- ◆ The post office returns mail sent to the service recipient’s address, and
- ◆ The Unit’s attempts to contact the service recipient by telephone are unsuccessful.

In addition, the Unit may terminate services if the obligee is deceased and the Unit cannot locate the caretaker or estate, or the caretaker does not respond or apply for services. See **Deceased Obligee**.

Note: There are no residency requirements affecting where a recipient of services can and cannot obtain NPA services. **Moving from the state of Iowa is not sufficient reason for case closure.** For the case to be eligible for closure when the recipient of services no longer lives in Iowa, the case must meet the requirements listed above or the case must meet one of the other closure requirements.

If legal action to establish a reimbursement order is pending on a former PA case, consult with the supervisor or regional collections administrator before terminating services.

CONT: Worker Action Before Initiating Case Closure for Returned Mail

Before initiating case closure due to returned mail, the Unit or the Collection Services Center must receive returned mail that indicates the service recipient's address is unknown and the mail cannot be forwarded.

When the post office returns the recipient's mail as undeliverable, do the following:

- ◆ Place all returned mail in the case file or image the documents.
- ◆ Move the address to history.
- ◆ Attempt to contact the recipient of services by telephone. Narrate the results of your attempt.
- ◆ Attempt to locate the recipient of services using other sources. **Note:** If the obligee or children are on public assistance, do not close the case. Instead, contact the IM worker to find the current address.
 - If you find a new address, verify the address and add it to ICAR. If you verify the recipient of services' address at any point, do not close the case.
 - If you cannot find a new address, send the recipient of services a letter by first-class mail. Narrate your attempt. (You do not need to send a specific form—you can send a status letter.)
- ◆ Set a calendar flag reminding yourself to review the case in 60 days. Do not initiate case closure until the 60 days pass.

WORKER-INITIATED CLOSURE

CONT: Recipient of Services' Location Is Unknown

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Chapter I Case Closure

- ◆ Once 60 days pass, initiate case closure. **Important:** You must send a letter by first-class mail and allow 60 days to pass before initiating closure.

Refer to the location process for instructions on moving addresses to history and finding and verifying new addresses.

CONT: Worker Action to Initiate Closure

See **Deceased Obligee** for required actions before initiating case closure for a deceased obligee.

To initiate case closure, do the following:

- ◆ Enter "CONT" in the REASON field on the CASE screen. ICAR issues a narrative (CLOSE19) documenting the closure notice was returned undeliverable and the worker has been unable to reach the obligee by phone. In the narrative, explain your attempts to contact the recipient of services.
- ◆ Access the FORMVIEW screen and manually generate form 470-0201, *Notice of Termination of Child Support Services*. Enter the form variables and review the form for accuracy.

Note: The recipient of services should not have a verified address on ICAR. If the recipient of services has a verified address on ICAR, ICAR displays *Notice of Termination of Child Support Services* and automatically enters all of the information for the form.

If this happens, do the following:

- Review the case to make sure it meets the closure criteria.
- If it does, review the data on the form to make sure it is correct.
- Move the address to history. Refer to the location process for instructions.
- ◆ Send the form by first-class mail to the recipient of services. Place a copy in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient's right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

CONT: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Checks for an ongoing obligation or balance due.
 - If the case has an ongoing obligation or balance due, ICAR does not complete case closure, but attempts to convert the case to a non-IV-D case.
 - If the case has a balance assigned to account type 10, 11, 13, or 18, ICAR stops the closure process. You may be able to manually convert the case account type to a 17.

See **Converting Cases from IV-D to Non-IV-D**.

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

1. The obligee is the recipient of services. You remove the obligee's verified address from the PAYEE screen on January 1, 2003. You attempt to contact the obligee by telephone and are unsuccessful. You send a letter by first-class mail to the obligee's last known address asking the obligee to update the address and telephone number.

As of March 1, 2003, the obligee has not made contact to provide a new address and you are unable to find a verified address for the obligee. You can begin case closure using the “CONT” closure code. ICAR does not automatically generate the termination notice because the obligee has no currently verified address.

You manually generate form 470-0201, *Notice of Termination of Child Support Services*, and send it to the obligee's former address. The obligee does not respond. On May 1, 2003, ICAR completes the closure process.

2. On March 1, 2003, an alleged father applies for IV-D services. You open a case and enter a "Y" in the PAYOR IS APPLICANT field on the CASE screen.

On June 1, 2003, you remove the obligee's verified address from the PAYEE screen. You attempt to find the obligee.

Do not close the case using the "CONT" closure code. The recipient of services is the alleged father, not the obligee.

COOP: NPA Recipient of Services Fails to Cooperate, Unable to Proceed

Legal reference: 45 CFR 303.11(b)(11); 411 IAC 95.14(3)"c"

The Unit may terminate services when the NPA recipient of services fails to cooperate and prevents the Unit from taking the next essential step in providing services. You must clearly document the recipient of services' non-cooperation. You must also document the essential actions the recipient of services must perform for you to take the next step in providing services.

ICAR does not allow closure with the "COOP" closure code if the recipient of services is receiving Family Investment Program (FIP) or Medicaid. If a PA recipient does not cooperate with the Unit, see 9-H, ***SERVING QUALIFIED CUSTOMERS***.

If legal action to establish an order for paternity or support is pending on a former PA case, consult with your supervisor or regional collections administrator before terminating services.

COOP: Worker Actions

To initiate case closure, do the following:

- ◆ Check the address of the recipient of services. If there is no current verified address, consider closing the case using the "CONT" closure code. See **CONT: Recipient of Services' Location Is Unknown**.
- ◆ Enter "COOP" in the REASON field on the CASE screen. ICAR issues a narrative (CLOSE16) documenting the closure notice was sent and the reason for closure. In the narrative, explain the action required of the recipient of services.

- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. On this form, enter a brief and specific statement of the problem and the action required of the recipient of services. You can enter up to two lines of text, each 65 characters long.
- ◆ Send a copy of form 470-0201 to the recipient of services. Place a copy of the form in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient's right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

COOP: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Checks for an ongoing obligation or balance due.
 - If the case has an ongoing obligation or balance due, ICAR does not complete case closure, but attempts to convert the case to a non-IV-D case.
 - If the case has a balance assigned to account type 10, 11, 13, or 18, ICAR stops the closure process. You may be able to manually convert the case account type to a 17.

See **Converting Cases from IV-D to Non-IV-D**.

- ◆ Enters a "C" in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

1. An obligee begins receiving FIP. The obligee refuses to cooperate with the Unit in attempting to establish paternity (she does not return necessary forms).

Do not close this case using the “COOP” closure code. You can only use the “COOP” closure code in NPA cases. Notify IM on this case to sanction the obligee’s FIP benefits. The case must remain open.

2. The obligee applies for IV-D services. You open an NPA case on ICAR. The obligee refuses to fill out the required establishment forms, claiming a violation of privacy. The obligee refuses to name anyone that may be the father of the children.

Close this case using the “COOP” code. You cannot take location, establishment, or enforcement actions without the cooperation of the obligee on this NPA case.

3. The obligee receives FIP and cooperates with the Unit. The Unit establishes paternity and an order for support. After a period, the obligee stops receiving FIP and the case account type changes from 11 (PA) to 12 (NPA). The obligor only owes current support (the obligor already paid all arrears). The obligee does not respond to form 470-1981, *Request to Stop Support Services*.

Do not close this case using the “COOP” closure code. The obligee is not required to respond to the form. Leave the case open so enforcement can proceed.

COOP1: Application Fee Returned for Insufficient Funds

Legal reference: 45 CFR 303.11(b)(11); 441 IAC 95.14(3)“c”

When returning form 470-0188, *Application for Nonassistance Support Services*, the recipient of services must pay the application fee. Payment of the application fee is a necessary step for the Unit to provide services. If the applicant makes a payment by check and the bank returns the check stamped “not sufficient funds,” close the case using the “COOP1” closure code.

COOP1: CSC Notification of Insufficient Funds

CSC workers notify field staff via a calendar flag when a check for the application fee is returned for insufficient funds. To generate this flag, CSC workers may:

- ◆ Access the Name Search (NAMESRCH) screen, enter the recipient of services' name and case role, and press the F5 key.
- ◆ Find the case number for which the bank returned the application fee.
- ◆ Access the CASE screen to get the worker identification number (ID).
- ◆ Access the CALCASE screen and press the F6 key.
- ◆ Enter the caseworker's ID from the WORKER ID field on the CASE screen.
- ◆ If necessary, enter the case number.
- ◆ Leave the FUNCTION field blank.
- ◆ Enter "EST" in the PROCESS field.
- ◆ Enter the current date in the CALENDAR DATE field.
- ◆ Enter a clear description for the worker. For example:

WE RECEIVED THE APPLICATION FEE BACK FROM THE BANK FOR NON-SUFFICIENT FUNDS. REVIEW THE CASE FOR CLOSURE UNDER COOP1 REASON CODE.

COOP1: Worker Actions

To initiate case closure on a returned fee case, do the following:

- ◆ Check the address of the recipient of services. If there is no current verified address, consider closing the case using the "CONT" closure code. See **CONT: Recipient of Services' Location Is Unknown.**
- ◆ Enter "COOP1" in the REASON field on the CASE screen. ICAR issues a narrative (CLOSE17).
- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*, on the FORMVIEW screen. ICAR automatically enters the information needed for the form. Review the data to make sure it is correct.
- ◆ Send form 470-0201 by first-class mail to the recipient of services. Place a copy in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient's right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If the recipient of services pays the application fee or gives you a new check for the fee before 60 days elapses, see **Stopping or Preventing Case Closure**.

COOP1: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate the *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Checks for an ongoing obligation or balance due.
 - If the case has an ongoing obligation or balance due, ICAR does not complete case closure, but attempts to convert the case to a non-IV-D case.
 - If the case has a balance assigned to account type 10, 11, 13, or 18, ICAR stops the closure process. You may be able to manually convert the case account type to a 17.

See Converting Cases from IV-D to Non-IV-D.

- ◆ Enters a "C" in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

1. An obligee applies for IV-D services and writes a check for the application fee. You open a case on ICAR. A short time later, CSC tells you the bank returned the check due to non-sufficient funds. Close this case using the "COOP1" closure code.

2. An obligee applies for Family Investment Program (FIP), and IM refers the case to the Unit. Later, the obligee goes off FIP. The obligee does not apply for services or pay the application fee.

Do not close this case using the “COOP1” closure code. When a person becomes the recipient of child support services because of receiving FIP, the recipient is not required to pay an application fee for child support services.

3. An obligee applies for FIP, and IM refers the case to the Unit. Later, the obligee goes off FIP. The obligee does not want our services and requests case closure. You close the case at the obligee’s request.

Later, the obligee applies for our services and writes a check for the application fee. You reopen the case on ICAR.

A short time later, CSC tells you the bank returned the check for the application fee due to non-sufficient funds. Close this case using the “COOP1” closure code. The obligee is required to pay the fee to reopen the case.

COOP2: Obligee Deceased, No Caretaker Response

This closure code is now obsolete. Refer to **Deceased Obligee** for current instructions.

COOP3: Initiating State Won’t Provide Necessary Information

Legal reference: 45 CFR 303.11(b)(12); 441 IAC 95.14(1)“h”

The Unit may terminate services if the initiating state does not provide information or materials necessary for Iowa to take the next essential step in establishment or enforcement services in an interstate case. Refer to the interstate process and 9-J, ***CHILD SUPPORT ENFORCEMENT NETWORK—CSENET***, for more information.

Use the COOP3 closure code only when the CURRENT ACCT TYPE field on the CASE screen is 14, 15, 16, or 19. If you attempt to use it on any other account type, ICAR displays the on-line message, “COOP3 VALID ONLY FOR INTERSTATE ACCOUNT TYPE WITH ACTIVE INTERSTA SCREEN.”

See **Closing Cases Involving Multiple States** for more information about closing interstate cases.

COOP3: Worker Actions

To initiate case closure, do the following:

- ◆ Enter "COOP3" in the REASON field on the CASE screen if the initiating state does not respond.
- ◆ ICAR issues a status (CLOSE18) to the initiating state. Enter the information that you need to take the next essential step in establishment or enforcement services.

COOP3: ICAR Actions

ICAR does the following:

- ◆ Copies the information from the status into a narrative (CLOSE94) documenting the status (or CSENet) request was sent to the initiating state.
- ◆ Issues a calendar flag (CLOSE29) dated 59 days in the future. The flag reminds you to review the case for any response from the initiating state.

If you receive information that allows you to take the next essential step in services before the 60 days elapses, see **Stopping or Preventing Case Closure**. If you do not receive a response, do nothing.

COOP3: ICAR-Initiated Actions After 60 Days

After 60 days, ICAR checks for a response received from the initiating state.

- ◆ ICAR checks for a date less than 60 days old in any of the RESPONSE RECEIVED fields on the Interstate Transmittal 2 (INTERST2) or Interstate Transmittal 3 (INTERST3) screens.
- ◆ ICAR also checks for a response code of "P," "R," or "U" in the CSENet Transaction History File in the last 60 days. Refer to 9-J, **CHILD SUPPORT ENFORCEMENT NETWORK—CSENET**, for more information.

If ICAR finds a response, ICAR does the following:

- ◆ Cancels the case closure process.
- ◆ Deletes a calendar flag (CLOSE29).

- ◆ Issues a different calendar flag (CLOSE30) to inform you that it canceled the closure process and the initiating state responded with the information.
- ◆ Issues a narrative (CLOSE75) indicating it did not complete the closure process.

If ICAR does not find a response, ICAR checks to see if the case has an ongoing obligation or a balance due.

- ◆ If the case has an ongoing obligation or balance due, ICAR attempts to stop IV-D services by converting the case to a non-IV-D case. See **Converting Cases from IV-D to Non-IV-D**.
- ◆ If the case does not have a current support order or balance due, ICAR does the following:
 - Enters a “C” in the STATUS field on the CASE screen.
 - Enters the current date in the CASE CLOSED DATE field on the CASE screen.
 - Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
 - Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

1. Illinois refers an interstate case to Iowa requesting establishment and enforcement services for an alleged father. You locate the alleged father and establish paternity and a \$50 per month order for support.

Two months after the Unit begins collecting support, you find a discrepancy between our payment records and Illinois' payment records. You ask Illinois to send a copy of its certified payment record.

Do not close the case with the “COOP3” closure code. Since this is an Iowa order, and we know of no other order, the state of Illinois' non-compliance with our request does not hamper Iowa's ability to enforce the order.

2. Illinois refers an interstate case for enforcement of arrears. Illinois does not provide a copy of the payment record. You request the payment record but get no response. You contact Illinois' central registry, but get no response. Central Registry also requests this information, but Illinois does not provide it.

Initiate case closure using the "COOP3" closure code. Illinois must provide valid court order information for you to take the next essential step in the case. ICAR will close the case in 60 days. If Illinois provides the requested information during the 60 days, stop closure.

DECD: Obligor or Alleged Father Deceased

Legal reference: 45 CFR 303.11(b)(2); 441 IAC 95.14(1)"b"

The Unit may terminate services when the obligor or alleged father is deceased and the Unit cannot take further action, including an administrative levy against the estate.

Only close the case using the "DECD" closure code when the following are true:

- ◆ You have documentation of the obligor or alleged father's death.
- ◆ There are no assets for the Unit to pursue.

DECD: Worker Actions Before Initiating Case Closure

When you receive initial word of the obligor or alleged father's death, do the following:

- ◆ Access the LOCATE screen and enter a "Y" in the DECEASED field. ICAR issues a narrative (CLOSE38) documenting that notice of the obligor's death has been received. Complete the narrative with the source of the notice of death and your efforts to verify the death.
- ◆ Verify the death. See the location process for allowable ways to verify the death.
- ◆ End the court-ordered obligation if appropriate. See **DECD: Ending a Court-Ordered Obligation on the Date of Death of an Obligor**.
- ◆ Enter the date of death in the DATE OF DEATH field on the LOCATE screen. ICAR issues two narratives (CLOSE42 and CLOSE38) documenting the notice of the obligor's death has been received and verified.

Important: Do not complete the DATE OF DEATH field until you verify the death.

- ◆ Close any establishment or enforcement process that cannot continue with a deceased obligor. Do not end state or federal tax offset, since these can continue after the obligor's death.

- ◆ Pursue any possible estate assets and narrate your efforts. See the location process for instructions on finding estates and assets.

Enter a “Y” in the DELAY CLOSING/ASSETS field on the LOCATE screen to ensure ICAR does not close the case while you search for assets. Remove the “Y” after all support payments from an estate or other source have been collected, or when you can confirm that no future payments (other than tax offsets) are possible. See **Stopping or Preventing Case Closure**.

Do not close the case until you verify the death and confirm that there are no assets the Unit could pursue.

DECD: Worker Actions to Initiate Closure

In addition to the normal situations that block case closure, ICAR does not allow you to close the case if it appears to have possible assets. Once you verify the death and confirm there are no assets the Unit could pursue, initiate case closure as follows:

- ◆ Access the CASE screen and enter a “DECD” in the REASON field.
 - If the DELAY CLOSING/ASSETS field on LOCATE displays a “Y,” ICAR displays the on-line message: “CHANGE Y IN DELAY CLOSING ASSETS ON LOCATE SCREEN TO N.” Since you have now confirmed there are no assets, enter an “N” over the “Y” in the DELAY CLOSING/ASSETS field to allow ICAR to close the case.
 - If the Unit certified the obligor for federal or state tax offset and it has been less than one year from the date of death, ICAR displays the online message: “CLOSURE CANNOT OCCUR UNTIL ONE YEAR FROM DATE OF DEATH.”

You do not need to set a calendar flag to remind you to close the case after one year passes. ICAR automatically closes it using the “DECDA” closure code if the case still meets closure criteria one year after the obligor’s death. See **DECDA** for more information.

- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. ICAR automatically enters all of the information for the form. Review the data to make sure it is correct.
- ◆ Send form 470-0201 by first-class mail to the recipient of services. Place a copy in the case file or image the document.

Note: If you receive a response or further information indicating assets are available, enter a “Y” over the “N” in the DELAY/CLOSING ASSETS field on the LOCATE screen. Narrate the new information about the deceased or assets available.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient’s right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

DECD: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

DECD: Ending a Court-Ordered Obligation on the Date of Death of an Obligor

ICAR prevents you from entering an obligor’s date of death if the obligor has any obligation with an end date that falls after the date of death.

Because the date of death is cross-referenced information, ICAR reviews all of the obligor’s cross-referenced cases when reviewing obligation end dates.

If any obligation end date falls after the date of death, ICAR displays the on-line message: “MODIFY OBLIGATION END DATE TO MATCH DATE OF DEATH ON CASE” and displays a case number to help you find the correct obligation.

For any obligation that ended with the obligor's death, enter the obligor's date of death in the OBLIGATION END DATE field on the Obligation (OBLIG) screen.

ICAR does not allow you to change MR and RE obligation end dates.

1. A case on ICAR has three alleged fathers. The most likely alleged father (according to the obligee) dies before paternity is established. The other two named alleged fathers are not deceased and are not excluded from paternity.

Do not close this case using the "DECD" closure code unless all of the alleged fathers on the case are deceased, or the alleged father who is deceased is determined to be the obligor (postmortem).

2. A case on ICAR has one obligor. The order continues until the child's 18th birthday (January 2008). The obligor pays all monthly coupons in full and on time.

The obligor dies in May 2003. You end the obligation on the date of the obligor's death and you verify the estate does not have money due to the child or the obligee. Since the obligor made all regular payments, the case does not certify for state or federal tax offset. Close the case using the "DECD" closure code.

3. An obligor on an NPA case owes child support payments of \$200 per month. The obligor makes only a \$100 per month payment for 12 months and the Unit certifies the obligor for state and federal tax offset. The obligor dies.

When you verify the obligor's death, complete the DATE OF DEATH field and enter a "Y" in the DELAY CLOSING/ASSETS field on the LOCATE screen. You confirm there is no estate and remove the "Y" from the DELAY CLOSING/ASSETS field.

ICAR does not allow you to close the case using "DECD" because the case is certified for tax offset and the obligor died less than one year ago. Do not set a flag to prompt you to close the case in a year. ICAR will select the case for closure the month following the one-year anniversary of the obligor's death.

DISA: Obligor Is Permanently Disabled

Legal reference: 45 CFR 303.11(b)(5); 441 IAC 95.14(1)"e"

You may close a case when you have evidence an obligor has a medically verified total and permanent disability and there is no evidence of support potential.

You cannot close a case merely because the obligor is disabled or because the obligor receives supplemental security income benefits or social security disability benefits from SSA or disability benefits from the Department of Veterans Affairs.

Ask the obligor to provide verification from medical sources that the disability is total and permanent. You may give the obligor form 470-3158, *Physician's Statement*, to be completed by the obligor's physician. Refer to 11-G, **EXEMPTION FROM THE LICENSE SANCTION PROCESS**. For closure, there must be no evidence of support potential.

DISA: Worker Actions

- ◆ Close any enforcement process. **An obligor's permanent and total disability does not necessarily prevent the establishment of paternity.**
- ◆ Check address of the recipient of services. If there is no current verified address, you may consider closing the case using the "CONT" closure code. See **CONT: Recipient of Services' Location Is Unknown**.
- ◆ Access the CASE screen and enter "DISA." ICAR issues a narrative (CLOSE8). Complete the narrative with the disability determination and the lack of support potential.
- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. ICAR automatically enters all of the information for the form. Review the data to make sure it is correct.
- ◆ Send form 470-0201 by first-class mail to the recipient of services. Place a copy in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient's right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

DISA: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. An obligor on a case suffers an accident and breaks both legs. Do not close this case using the “DISA” closure code. Broken legs are not a permanent and total disability.
2. An obligor on a case suffers a stroke, and his doctors say that he is in a permanent vegetative state with little or no hope of recovery. The obligor is a vice-president of a major company and has a collection of quarter horses at his farm near Lake Okoboji.

Do not close this case using the “DISA” closure code until you investigate further. While this obligor meets the criteria of being permanently and totally disabled, do not close the case until you are sure the obligor has no assets attachable for support. The obligor may be receiving disability payments or income from the sale of assets that may be attached.

3. An obligor on a case receives social security disability payments and has medical documentation indicating that the disability is permanent and total. The obligor lives with relatives (not the children named in the order) and has no known assets to attach for support. Close this case using the “DISA” closure code.

EROR: Case Opened in Error

Use the “EROR” closure code to close the following types of cases:

- ◆ Duplicate cases.
- ◆ Cases reopened when the previous closure reason is still valid.

Duplicate cases may appear on ICAR due to incorrect referrals from the Automated Benefit Calculation (ABC) system or from workers accidentally pressing the F2 key instead of the F3 key on the CASE screen.

You should make every effort to avoid reopening cases if the circumstances that led to the original closure have not changed. However, if you accidentally reopen such a case, you must determine if the Unit made any contact with the recipient of services, e.g., we mailed form 470-3199, *Request for New Information*.

If we did contact the recipient about the case, you must manually generate form 470-0201, *Notice of Termination of Child Support Services*, and enter the current date in the TERM NOTICE SENT DATE field before closing the case with the “EROR” closure code. Sending the *Notice of Termination of Child Support Services* ensures the recipient of services is no longer under the impression the case is open. See **Reopening Closed Cases**.

Before closing duplicate cases, check for payments and transfer all payments to the appropriate case. Do not close an active case with this process without first checking with your supervisor.

EROR: Worker Actions

To initiate case closure, do the following:

- ◆ If the case is not a duplicate of a case already on ICAR, review the case to see if the Unit contacted the recipient of services. If so, do the following:
 - If you do not have a current verified address for the recipient of services, consider closing the case using the “CONT” closure code. See **CONT: Recipient of Services’ Location Is Unknown**.
 - If you have a current verified address for the recipient of services, manually generate form 470-0201, *Notice of Termination of Child Support Services*.

- Send form 470-0201 by first-class mail to the recipient of services.
- Place a copy of form 470-0201 in the case file or image the document.

You do not need to send the form if the case is a duplicate of one already on ICAR, or if the Unit did not contact the recipient of services.

- ◆ Review the case for payments. Transfer all payments to the correct case, if appropriate.
- ◆ Access the CASE screen and enter “EROR” in the REASON field.
- ◆ ICAR issues a narrative (CLOSE33) documenting the case was opened in error. Complete the narrative by explaining why the case meets the “EROR” closure criteria.

If you sent a copy of form 470-0201, *Notice of Termination of Child Support Services*, the recipient of services can appeal case closure. The form includes an explanation of the recipient’s right to request a hearing according to Iowa Code Chapter 17A. For information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

EROR: ICAR Actions

ICAR takes the following actions immediately unless you generated form 470-0201, *Notice of Termination of Child Support Services*. If you generated the form, ICAR takes these actions after 60 days:

- ◆ Enters “C” in the STATUS field.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

1. After reviewing the case, you determine it meets the criteria for automated closure, but you do not want to wait 60 days for ICAR to close the case. Do not close the case with the “EROR” closure code. Do not use the “EROR” closure code to speed up the case closure process.

2. An obligee requests IV-D services and pays the application fee. The obligor lives and works in another state. Before you can establish paternity, the obligee moves to another state. Do not close this case using the “EROR” closure code. Residency is not a requirement to receive IV-D services.
3. IM refers a case to ICAR without realizing ICAR already has another case for an obligee, child, and obligor combination. You create a new case on ICAR based on this referral. After two months, you realize the new case is a duplicate and the Unit is already working the original case. Close the new referral from ABC using the “EROR” closure code.
4. The obligor threatens to take violent action against the Unit for establishing or enforcing a child support obligation. The obligor specifically excludes harming the obligee or the child and only directs the threat against the Unit. Do not close this case using the “EROR” closure code. The Unit must proceed with establishment or enforcement until the case meets criteria for case closure.
5. IM refers a case to ICAR when an obligee begins to receive FIP. The obligee provides a name and social security number for the obligor but no address. You are unable to locate the obligor with the given information and, after three years, ICAR closes the case using the “LOCA” closure code.

A few months later, the obligee goes off FIP and then back on, creating a new referral. Although the case circumstances have not changed since the case closed, you mistakenly reopen the case. You generate form 470-3199, *Request for New Information*, and send the form to the obligee. The obligee returns the form but offers no new information.

Close this case using the “EROR” closure code. However, because you sent the *Request for New Information* to the obligee, you must manually generate form 470-0201, *Notice of Termination of Child Support Services*, so the obligee knows the case is closed.

Once you send the form, enter the current date in the TERM NOTICE SENT DATE field and “EROR” in the REASON field. Because you sent a *Notice of Termination of Child Support Services*, ICAR waits 60 days before closing the case.

EXCL: Alleged Father Excluded

Legal reference: 45 CFR 303.11(b)(3)(ii); 441 IAC 95.14(1)“c”(2); Iowa Code Section 252F.3(1)m

Use the “EXCL” closure code only when a blood test or a genetic test excludes all alleged fathers on a case and the obligee cannot name another alleged father. If the obligee does not know the name of the alleged father, you may be able to use the “NOID” closure code instead. See **NOID: Alleged Father Cannot Be Identified**.

EXCL: Worker Actions

- ◆ Close any existing establishment process.
- ◆ Check the address of the recipient of services. If there is no current verified address, consider closing the case using the “CONT” closure code. See **CONT: Recipient of Services’ Location Is Unknown**.
- ◆ Access the CASE screen and enter “EXCL” in the REASON field
- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. ICAR automatically enters all of the information for the form. Review the data to make sure it is correct.
- ◆ Send form 470-0201 by first-class mail to the recipient of services. Place a copy in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient’s right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

EXCL: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. The alleged father applies for services and you create an NPA case on ICAR. Genetic testing reveals that the recipient of services is not the biological father of the child. Research indicates he is also not the legal father of the child.

Close the case using the “EXCL” closure code. You could also close the case with the “REQU” closure code if the recipient of services (the now-excluded alleged father) requests closure.

2. Genetic testing excludes the only alleged father on a case. You hold a follow-up interview with the obligee and she names another alleged father. The obligee indicates she knows his first name, but not his last name. You cannot locate the alleged father with the limited information.

Do not close the case using the “EXCL” closure code. Since neither genetic testing nor a blood test excluded the unnamed alleged father, close the case using the “NOID” closure code.

GOOD: Good Cause

This closure code is now obsolete. Refer to **GOODA: Good Cause** for current instructions.

INST: Obligor Institutionalized in Psychiatric Facility

Legal reference: 45 CFR 303.11(b)(5); 441 IAC 95.14(1)“e”

Psychiatric institutionalization is seldom a permanent condition. If you have reason to believe the court or psychiatric facility will release the obligor before the last child becomes emancipated, do not close the case. If you know of assets the Unit can attach or levy for child support, do not close the case.

INST: Worker Actions

Before closing the case, do the following:

- ◆ Determine if there are assets or income the Unit can levy or attach for support. If any exist, pursue the assets to the extent possible before closing the case.
- ◆ If no assets or income exist, close the enforcement process. Mental illness does not necessarily prevent the establishment of paternity, so pursue paternity establishment if necessary.

After you pursue any assets or income to the extent possible and close any enforcement processes, initiate case closure by doing the following:

- ◆ Check the address of the recipient of services. If there is no current verified address, consider closing the case using the “CONT” closure code. See **CONT: Recipient of Services’ Location Is Unknown**.
- ◆ Access the CASE screen and enter “INST” in the REASON field. ICAR issues a narrative (CLOSE7) documenting the closure notice was sent and the reason for closure. Complete the narrate with the following:
 - The severity of the illness to merit closure.
 - The absence of assets or income.
- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. ICAR automatically enters all of the information for the form. Review the data to make sure it is correct.
- ◆ Send form 470-0201 by first-class mail to the recipient of services. Place a copy in the case file or image the document. **Note:** The information on form 470-0201 does not disclose that the obligor is institutionalized in a psychiatric facility.

If the recipient of services contacts the Unit and requests specific information regarding the reason for case closure, cite the Code of Federal Regulations: 45 CFR 303.11(b)(5). This citation gives the Unit the authority to close the case for a number of reasons, including the “INST” closure criteria.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient’s right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

INST: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

1. The obligor registers in a drug rehabilitation center. The center is not a permanent care facility and it plans to release the obligor before the emancipation of the youngest child. Do not close this case with the “INST” closure code.
2. The obligor is being treated at a state-run psychiatric hospital as the result of a court order for institutionalization. The court order states that the obligor must remain institutionalized for an undetermined amount of time.

You find out the psychiatric facility will not release the obligor for the duration of the children’s minority and you verify the obligor has no assets or income that the Unit can levy or attach for support. Close the case using the “INST” closure code.

LOCS: Location-Only Services Provided

Legal reference: 45 CFR 303.11(b)(7); 441 IAC 95.14(1)“b”(4)

Location-only services are available to people who do not wish to apply for the Unit’s other services. Central Registry staff used this code to close cases opened on ICAR to perform these services. The Unit no longer opens cases on ICAR in these situations. As a result, the “LOCS” closure code has become obsolete.

NCIN: Paternity Establishment Not in Child’s Interest

Legal reference: 45 CFR 303.11(b)(3)(iii); 441 IAC 95.14(3)“e”

You may deny or terminate support services if the Unit determines it is not in the best interest of the child to establish paternity. The Unit determines it is not in the child’s best interest to establish paternity under the following conditions:

- ◆ If the case involves incest.
- ◆ If the case involves forcible rape.
- ◆ If the case has a pending legal proceeding for adoption.
- ◆ In some cases on which one or both of the parents is a minor. (See 10-A, ***ADMINISTRATIVE PATERNITY ESTABLISHMENT***; 10-I, ***ADMINISTRATIVE ESTABLISHMENT OF SUPPORT***; and the establishment process.)

NCIN: Worker Actions

- ◆ Close the establishment process.
- ◆ Check the address of the recipient of services. If there is no current verified address, consider closing the case using the “CONT” closure code. See **CONT: Recipient of Services’ Location Is Unknown**.
- ◆ Access the CASE screen and enter “NCIN” in the REASON field. ICAR issues a narrative (CLOSE11) documenting the closure notice was sent and the reason for closure. Complete the narrative with your documentation for using the “NCIN” closure code.
- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. ICAR automatically enters all of the information for the form. Review the data to make sure it is correct.

- ◆ Send form 470-0201 by first-class mail to the recipient of services. Place a copy in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient's right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

NCIN: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Enters a "C" in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. A child's parents were married at the time of the child's birth and the parents' marriage established paternity for the child. There is no order for support for this child. Shortly after the Unit opens the case on ICAR, the obligee tells the worker a new spouse adopted the child.

Do not close this case using the "NCIN" closure code. The obligee's former marriage to the previous legal father established paternity for the child before the new spouse adopted the child. See **NSOR2: No Order Established, Establishment Now Prohibited**.

2. The obligee on a PA case informs IM the father of the child is her brother. Close the case using the "NCIN" closure code. This is a case of incest. It is not in the child's best interests to establish paternity when the child's father is also the child's uncle.

3. The obligee was 20 years old at the time the parents conceived the child. The obligee applies for PA services and names an alleged father who was 15 years old at the time of conception.

Close the case using the "NCIN" closure code. The Unit does not establish an order against a minor alleged father in this circumstance.

NOFC: Child No Longer in Foster Care, No Support Due

Legal reference: 45 CFR 303.11(b)(1); 441 IAC 95.14(1)"a"

Only use this closure code to close cases where all of the following are true:

- ◆ The Unit opened the case when the child entered foster care.
- ◆ The child is no longer in foster care.
- ◆ The case has a \$0 support balance.

Do not use the "NOFC" closure code to close a case if the Unit opened the case before the child entered foster care.

NOFC: Worker Actions

Access the CASE screen and enter "NOFC" in the REASON field.

NOFC: ICAR Actions

ICAR does the following:

- ◆ Issues a narrative (CLOSE25) documenting the case closed and the reason for closure.
- ◆ Enters "C" in the STATUS field.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

NOID: Alleged Father Cannot Be Identified

Legal reference: 45 CFR 303.11(b)(3)(iv); 441 IAC 95.14(1)“c”(3)

When IM refers a case to the Unit, the obligee is required to cooperate with the Unit. This cooperation includes providing information regarding the obligor or alleged father.

If you have at least one face-to-face interview with the recipient of services and the recipient of services cannot identify the alleged father, you can close the case using the “NOID” closure code.

If you identify at least one alleged father, but do not have enough information to find him, do not close the case using the “NOID” closure code. See **LOCA: Location Unknown After Three-Year Search** and **LOCA1: Location Unknown After One-Year Search**.

If a genetic test, court order, or blood test proves an alleged father is not the child’s parent and the recipient of services cannot name any other alleged father, do not close the case using the “NOID” closure code. See **EXCL: Alleged Father Excluded**.

Note: You may close a child-only Medicaid case using the “NOID” closure code when the obligee refuses to identify an alleged father and you cannot identify the alleged father using other means. In a child-only Medicaid case, the children receive Medicaid, but the obligee does not. The obligee is not required to cooperate in these cases.

You must still complete an interview with the obligee to close the case using the “NOID” closure code. If the obligee refuses a face-to-face interview, you may interview the obligee over the phone. If the obligee also refuses a phone interview, you cannot close the case using the “NOID” closure code.

NOID: Worker Actions

Before closing the case, do the following:

- ◆ Interview the recipient of services to obtain as much information about the alleged father as possible.
- ◆ On the LOCATE screen, enter as much information about the alleged father as possible. If the obligee does not know either the alleged father’s first or the last name, enter UNKNOWN in the appropriate name field.

- If you can proceed with location or establishment with the information provided, keep the case open.
- If you believe that the obligee may be able to provide this information in the future, keep the case open.
- If you cannot proceed with location or establishment, initiate case closure.

To initiate case closure, do the following:

- ◆ Check the address of the recipient of services. If there is no current verified address, consider closing the case using the “CONT” closure code. See **CONT: Recipient of Services’ Location Is Unknown**.
- ◆ Access the CASE screen and enter “NOID” in the REASON field.
- ◆ ICAR issues a narrative (CLOSE76) documenting no alleged father can be identified after at least one interview with the obligee. Complete the narrative by documenting when the interview occurred and what information is necessary to identify the alleged father.
- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. ICAR automatically enters all of the information for the form. Review the data to make sure it is correct.
- ◆ Send form 470-0201, *Notice of Termination of Child Support Services*, by first-class mail to the recipient of services. Place a copy in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient’s right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

NOID: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate from 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. An obligee receives FIP and returns forms 470-3929, *Establishment Questionnaire*, and 470-3293, *Mother’s Written Statement Alleging Paternity*, completely blank. She indicates she does not know the father’s first or last name. After conducting an in-person interview with the obligee, you believe the obligee knows the father’s name but is trying to protect him.

Do not close the case using the “NOID” closure code. Because you believe the obligee knows the alleged father’s name, you must take the appropriate actions to obtain the name of the alleged father.

2. The obligee receives FIP and indicates that the father could be any one of several different men. She knows the names of two of them, but not the others. She indicates she is unlikely to see any of these men again.

Do not close the case using the “NOID” closure code. Since the obligee knows the name of at least one of the alleged fathers, attempt to locate the alleged fathers and establish paternity.

If genetic tests prove neither alleged father is the child’s parent and the obligee cannot name any other alleged father, close the case using the “EXCL” closure code. If you cannot find one or both of the alleged fathers, ICAR will close the case using the “LOCA” closure code or the “LOCA1” closure code.

3. The obligee receives FIP and is the child's caretaker, not the child's biological mother. The obligee does not know who the father is and indicates this on form 470-3929, *Establishment Questionnaire*. You interview the child's mother, but she says she does not know who the father is either.

At this point, do not close this case using the "NOID" closure code. You must hold at least one in-person interview with the recipient of services first. Since the recipient of services on this case is the caretaker, you must conduct an in-person interview with the caretaker before closing the case.

If you interview the caretaker and still do not have the alleged father's name, you may close the case using the "NOID" closure code.

NSOR2: No Order Established, Establishment Now Prohibited

Legal reference: 45 CFR 303.11(b)(1); 441 IAC 95.14(1)"a"; Iowa Code 252C.2

When no order for support exists and state law now prohibits the Unit from establishing an order, you can close the case with the "NSOR2" closure code. Use this closure code when:

- ◆ All of the children are emancipated before the Unit obtains a support order.
- ◆ All of the children are bypassed for establishment before the Unit obtains a support order.

NSOR2: Worker Actions

Before closing the case, do the following:

- ◆ Check the address of the recipient of services. If there is no current verified address, consider closing the case using the "CONT" closure code. See **CONT: Recipient of Services' Location Is Unknown**.
- ◆ Verify all children on the case reached the age of emancipation or have been bypassed for establishment.
 - If the current date is greater than the date in the EMANC. DATE field on the CHILD screen, the child reached the age of majority.
 - If the EST. BYPASS field on the CHILD2 screen displays a valid entry, the child has been bypassed for establishment. See 9-E, **CASE SETUP**.

- ◆ If the Unit has not established an order, check to see if it can establish an order.
 - If the Unit can establish a child support (CS) order or reimbursement (RE) order, leave the case open for establishment.
 - If the Unit cannot ever establish a child support order (CS or RE), initiate case closure.

To initiate case closure, access the CASE screen and enter “NSOR2” in the REASON field.

NSOR2: Immediate ICAR Actions

ICAR does the following:

- ◆ Checks all children on the case for either:
 - An emancipation date in the past, or
 - Any code in the EST. BYPASS field on the CHILD2 screen.
- ◆ Checks the case for any CS or RE obligation type.
- ◆ If any child has not reached the age of emancipation and has not been bypassed for establishment, or if the case had a CS or RE order, ICAR displays the following on-screen message: “NSOR2 NOT ALLOWED - NOT ALL CHILDREN EMAN. OR BYPASSED OR ORDER EXISTED IN PAST”
- ◆ If all children reached the age of emancipation or federal and state law dictates the Unit must bypass establishing an order for the children, and the case never had a CS or RE order, ICAR issues a narrative (CLOSE74) documenting the closure notice was sent and the reason for closure.
- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. ICAR automatically enters all of the information for the form. Review the data to make sure it is correct.
- ◆ Send form 470-0201 by first-class mail to the recipient of services. Place a copy in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient's right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

NSOR2: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Enters a "C" in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

1. The Unit uses genetic testing to establish paternity for a child. Before the Unit establishes an order, the court terminates the father's parental rights.

Since the court terminated the obligor's parental rights, it is now impossible to establish a current support order. Since the obligor owes no arrears, the Unit cannot establish an order on this case. Enter "TER" in the EST BYPASS field on the CHILD2 screen, and close the case using the "NSOR2" closure code.

2. IM refers a FIP case to ICAR. The obligor returns to the family after one month and IM adds the father to the grant.

State law prohibits the Unit from creating a debt for a parent who lives with, and is a recipient of assistance for, a child for whom the Unit would otherwise seek support. Close the case using the "NSOR2" closure code.

PRSN: Obligor or Alleged Father Incarcerated

Legal reference: 45 CFR 303.11(b)(5); 441 IAC 95.14(1)“e”

The Unit can close a child support case if the obligor or alleged father cannot pay support for the duration of the child’s minority because the person:

- ◆ Is incarcerated with no chance for parole, and
- ◆ Does not have income or assets available.

The Unit cannot close a case if the obligor or alleged father may be released during the child’s minority. Even when an obligor or alleged father receives a prison sentence with no chance of parole, some actions, such as paternity establishment, income withholding, or state and federal tax refund offsets, may be possible. Since many inmates earn wages, the Unit can withhold child support from these wages by sending an income withholding order to the prison.

If the obligor or alleged father’s tentative discharge date falls within the child’s minority, leave the case open. Periodically monitor the obligor or alleged father’s status for the expected release date through automated location efforts. Check for assets and income possibilities including federal and state income tax refund offsets and income withholding.

PRSN: Worker Actions

Before closing the case, do the following:

- ◆ Determine the obligor’s tentative discharge date (TDD). Check the narratives for the TDD. If the narratives do not contain a TDD, check the Adult Corrections Data Systems (ACDS) for the information. Refer to the location process for instructions.
 - If the obligor does not have a TDD or the TDD falls after the child reaches majority and the prison will not release the obligor during the child’s minority, initiate case closure.
 - If the obligor has a TDD, the prison will eventually release the obligor. If the TDD falls within the child’s minority, do not close the case using the “PRSN” closure code.
- ◆ Complete any paternity establishment process, if appropriate.

- ◆ Determine if the prisoner has any assets or income available for support.
 - If so, do not close the case using the “PRSN” closure code.
 - If not, close any enforcement process and initiate case closure.

To initiate case closure, do the following:

- ◆ Access the CASE screen and enter “PRSN” in the REASON field. ICAR issues a narrative (CLOSE6) documenting the closure notice was sent and the reason for closure. Complete the narrative with the following:
 - Lack of chance of parole.
 - Absence of assets or income.
- ◆ ICAR displays form 470-0201, *Notice of Termination of Child Support Services*. ICAR automatically enters all of the information for the form. Review the data to make sure it is correct.
- ◆ Send form 470-0201 by first-class mail to the recipient of services. Place a copy in the case file or image the document.

The recipient of services can appeal case closure. Form 470-0201, *Notice of Termination of Child Support Services*, includes an explanation of the recipient’s right to request a hearing according to Iowa Code Chapter 17A. For further information on the appeals process, see **Preparing for an Appeal**.

If you receive a response or further information that warrants keeping the case open, stop the closure process. See **Stopping or Preventing Case Closure**.

PRSN: ICAR-Initiated Activities After 60 Calendar Days

Sixty days after you generate form 470-0201, *Notice of Termination of Child Support Services*, ICAR does the following:

- ◆ Enters a “C” in the STATUS field on the CASE screen.
- ◆ Enters the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ Issues the appropriate narrative based on the CURRENT ACCT TYPE field on the CASE screen. See **Appropriate Narratives by Current Account Type**.
- ◆ Issues a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.
- ◆ Notifies IM through the REFER system if the case account type is 11 or 18.

WORKER-INITIATED CLOSURE**PRSN: Obligor or Alleged Father Incarcerated**

Revised July 22, 2005

Iowa Department of Human Services

Title 9 General Information**Chapter I Case Closure**

1. You establish an obligation of \$50 a month effective October 1998. The obligation ends July 2015. The obligor never makes a payment and his location is unknown. In May 2000, you discover a judge sentenced the obligor to prison until June 2010.

Do not close this case using the “PRSN” closure code. The prison will release the obligor before the child becomes emancipated. Although the obligor may be unable to make payments while incarcerated, keep the case open for enforcement.

2. You open a case without knowing the alleged father’s location. After a short time, you discover the alleged father is in prison without chance for parole. The alleged father earns some money while incarcerated.

Do not close this case using the “PRSN” closure code. Although the alleged father is not eligible for release, the Unit must proceed with establishment and enforcement.

3. You open a case on ICAR and establish a court order for \$200 per month in child support. After you establish the order, the obligor commits a felony and a judge sentences the obligor to prison for 30 years. The obligor is eligible for parole after 20 years. During the incarceration, the obligor has no opportunity to earn money.

Close the case using the “PRSN” closure code. The obligor has no assets or income and no chance for parole during the child’s minority.

REQU: Termination of Services Requested, No State Arrears

Legal reference: 45 CFR 303.11(b)(8); 441 IAC 95.14(3)“a”

A recipient of NPA services may ask the Unit, either verbally or in writing, to close the case if the following are true:

- ◆ The obligee is not receiving FIP or Medicaid.
- ◆ No support arrearages are assigned to the state.

Note: If the requestor of services verbally requests to close the case, ask the recipient of services to follow-up the request in writing. However, since a written request is not required, proceed to close the case.

If applicable, explain to the requestor that the Unit continues to process any payments received and to enforce any balance assigned to the state. If the obligor owes arrearages to the state, the Unit must continue enforcement to collect those arrearages. Because regulations for distribution require payments to apply to current support first, the obligee may receive current support even after the Unit terminates child support services. When arrears are due the state, see **Converting Cases from IV-D to Non-IV-D**.

When Iowa is the responding state in an interstate case, the initiating state may request case closure. See **Closing Cases Involving Multiple States** for instructions on closing a case in these circumstances.

REQU: Worker Actions

Before closing the case, do the following:

- ◆ Determine if any arrears are due to the state of Iowa to a 10, 11, 13, or 18 account type. If the obligor owes arrears to the state of Iowa, tell the recipient of services the Unit must continue to enforce the order until we collect all money owed to the state. Due to distribution hierarchy, the Unit still distributes payments to the obligee first, if a balance is due the obligee.
- ◆ Close any open establishment or enforcement process except the income withholding process. The case must meet certain criteria before you can end an IWO, and a request to terminate child support services is not one of the criteria. Refer to the income withholding process for more information.

To initiate case closure, do the following:

- ◆ Access the CASE screen and enter “REQU” in the REASON field.
- ◆ ICAR issues a narrative (CLOSE14) documenting the case closed. Complete the narrative with information regarding the recipient of services’ request to close the case.

REQU: ICAR Actions

The night after the worker has initiated case closure, ICAR checks for an ongoing obligation or support balance due.

- ◆ If the case has an ongoing obligation or balance due, ICAR does not complete case closure, but attempts to convert the case to a non-IV-D case.

If the case has a balance assigned to account type 10, 11, 13, or 18, ICAR stops the closure process. You may be able to manually convert the case account type to a 17. See **Converting Cases from IV-D to Non-IV-D**.

- ◆ If the case does not have a current obligation or balance due, ICAR will:
 - Enter a “C” in the STATUS field on the CASE screen.
 - Enter the current date in the CASE CLOSED DATE field on the CASE screen.
 - Issue a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

1. An NPA recipient of services requests we stop attempting to establish an order against the alleged father. There is a balance due to the state due to FIP paid out. You manually change the account type for all of the children to 17 and narrate that the obligee requested termination of IV-D services.

After the balance due to the state is collected, close the case using the “REQU” closure code. You may tell the obligee that, due to current distribution laws, the obligee may continue to receive support payments until the balance due to the state is paid in full.

2. The obligor requests child support services, completes the necessary paperwork, and pays the application fee. After the Unit establishes paternity and a support order, the obligor requests closure of IV-D services. There is no balance due to the state.

Close this case using the “REQU” closure code. The Unit is not obligated to send form 470-0201, *Notice of Termination of Child Support Services*, to either parent to close this case.

3. The obligee requests child support services, completes the necessary paperwork, and pays the application fee. After the Unit establishes paternity and a support order, the obligor requests closure of IV-D services. There is no balance due to the state.

Do not close this case using the “REQU” closure code. The obligor is not the recipient of services, and cannot request case closure.

REQU1: Obligor Deceased, Caretaker Requests Termination

Legal reference: 45 CFR 303.11 (b)(8); 441 IAC 95.14(3)“a”

The Unit may terminate child support services when:

- ◆ The obligor dies,
- ◆ The caretaker does not receive public assistance, and
- ◆ The caretaker does not want child support services and requests case closure.

When this occurs, use the “REQU1” closure code to close the deceased obligor’s case.

When you receive documentation that the obligor is deceased, see **Deceased Obligor** before closing the case with “REQU1” closure code.

REQU1: Worker Actions

Before closing the case, do the following:

- ◆ Determine if the obligor owes any arrears to the state of Iowa.
 - If the obligor owes arrears to the state of Iowa, tell the caretaker the Unit must continue to enforce the order until we collect all money owed to the state. Due to distribution hierarchy, the Unit may still distribute payments to the obligor first, if a balance is due the obligor.
 - If the obligor does not owe arrears, ICAR allows the case to close.
- ◆ Close any open establishment or enforcement process except the income withholding process. The case must meet certain criteria before you can end an IWO, and a request to terminate child support services is not one of the criterion. Refer to the income withholding process for more information.

To initiate case closure, do the following:

- ◆ Access the CASE screen and enter “REQU1” in the REASON field.
- ◆ ICAR issues a narrative (CLOSE15) documenting the case closed. Complete the narrative with information regarding the recipient’s request to close the case.

REQU1: ICAR Actions

The night after the worker has initiated case closure, ICAR checks for an ongoing obligation or support balance due.

- ◆ If the case has an ongoing obligation or balance due, ICAR does not complete case closure, but attempts to convert the case to a non-IV-D case.
- ◆ If the case has a balance assigned to account type 10, 11, 13, or 18, ICAR stops the closure process. You will have to manually convert the case account type to a 17. See **Converting Cases from IV-D to Non-IV-D**.
- ◆ If the case does not have a current obligation or balance due, ICAR will:
 - Enter a “C” in the STATUS field on the CASE screen.
 - Enter the current date in the CASE CLOSED DATE field on the CASE screen.
 - Issue a calendar flag (CLOSE2) prompting you to move the case file from the active to the closed file location.

Appropriate Narratives by Current Account Type

When a case closes, ICAR adds one of the following narratives based on the account type as recorded in the CURRENT ACCT TYPE field on the CASE screen:

- ◆ CLOSE 2: Case account type is 17 and the case is non-IV-D and non-foster care.
- ◆ CLOSE 3: Case account type is 17 and the case is non-IV-D and foster care.
- ◆ CLOSE 4: Case account type is one of the following:
 - 14 Interstate Family Investment Program (FIP) – incoming referral
 - 15 Interstate non-public assistance (NPA) – incoming referral
 - 16 Interstate foster care
 - 19 Interstate Medicaid only – public assistance (PA)
- ◆ CLOSE 5: Case account type is one of the following:
 - 11 FIP
 - 12 NPA
 - 18 Medicaid only – PA

Note: ICAR issues these narratives for all closure codes except “DECDA” and “GOODA”. See **DECDA: ICAR-Initiated Activities after 60 Calendar Days**, or **GOODA: ICAR-Initiated Activities after 60 Calendar Days**.

PROCESSES RELATED TO CASE CLOSURE

This section describes processes related to:

- ◆ A deceased obligee
- ◆ Distributing money to an estate
- ◆ Converting a case from IV-D to non-IV-D
- ◆ Ending an obligation upon the termination of parental rights
- ◆ Generating a notice of termination of IV-D services
- ◆ Identifying cases with open processes
- ◆ IGOOD: Inactive Good Cause
- ◆ Preparing for an appeal
- ◆ Reopening a closed case
- ◆ Stopping or preventing case closure

Deceased Obligee

Legal reference: 45 CFR 303.11(b)(10); 441 IAC 95.14(3)“c”

The Unit may terminate services when the obligee is deceased and:

- ◆ The Unit cannot locate the current caretaker or does not receive a response from the caretaker, or
- ◆ The caretaker is not on public assistance, does not want child support services, and requests case closure.

When you receive verification that the obligee is deceased, proceed as follows:

- ◆ Delete the obligee’s address to stop the system from generating letters to the obligee.
- ◆ Enter a “D” in the HOLD field on the PAYEE2 screen to prevent inappropriate disbursement of payments.
- ◆ If there is a current obligation on the case, determine the current caretaker.
- ◆ If the case meets closure criteria, close the case using the appropriate closure code.

Identification of the Current Caretaker

If the case has a current obligation, use appropriate sources of information to determine the current caretaker. These sources may include:

- ◆ **ICAR.** Search ICAR to see if the children are on a case with the new caretaker.
 - There may be an open case with the new caretaker.
 - The caretaker may be receiving public assistance for the minor children.
 - The caretaker may already have applied for services with an NPA application.
- ◆ **The IM worker.** Contact the deceased obligee's IM worker. The IM worker may have a pending application from the caretaker.
- ◆ **The obligor.** Contact the obligor. The obligor may be the current caretaker or may know who is.
- ◆ **The obligee's family.** A family member may be the current caretaker or may know who is the caretaker. Check to see if there is any family information listed on ICAR or in the physical file. The obligee may have previously provided information about a relative to the Unit.
- ◆ **The executor of the obligee's estate.** Attempt to locate the executor of the obligee's estate. See the location process for instructions on locating estate and probate information.
- ◆ **Someone who contacts the Unit with the information.** Someone may contact the Unit to provide information about the current caretaker, such as the new caretaker or another interested party.

Note: If you need to contact a person to ask for caretaker information, you may send a copy of form 470-4079, *Request for Caretaker Information*.

If you cannot identify the current caretaker and the children are not receiving public assistance, do the following:

- ◆ Send a copy of form 470-4079 to the obligee's last known address. Address the form to "The Estate of..." When generating the form, indicate that you are sending the form to the obligee's last known address. ICAR includes language explaining that the Unit will stop enforcement services unless the caretaker applies for services.
- ◆ Include a copy of form 470-0188, *Application for Nonassistance Support Services*.

Resolution of Conflicting Claims

If you find conflicting claims regarding who is the current caretaker, refer the case to the Unit's attorney.

The Unit may petition the court for a declaratory ruling to determine who is entitled to receive the support payments. The petition must clearly indicate that the action is limited to determining the person entitled to receive the support payments and does not address the issue of custody.

Worker Actions After Caretaker Is Located

If the obligor on the case becomes the caretaker of the children, inform the obligor the current support obligation remains in effect until the obligor gets a court order terminating the support obligation.

If the caretaker is not the obligor, check ICAR to see if the Unit already has a case for the caretaker and the children. If not, do the following:

- ◆ If the children presently receive FIP, foster care, or Medicaid benefits, set up a new case on ICAR. The caretaker does not need to apply for services. The Unit temporarily assigns the order for support to the state until the caretaker no longer receives public assistance.

Note: If an IM worker replaces an original obligee with a caretaker on an existing ABC case, set up a new case for the caretaker and correct the original case by replacing the caretaker name with the deceased obligee's name.

- ◆ If the children do not receive public assistance, contact the caretaker. Explain the services the Unit provides and the application process. Send the caretaker form 470-0188, *Application for Nonassistance Support Services*.
 - If the caretaker returns the application and the fee, set up a new case on ICAR. See 9-E, **CASE SETUP**.
 - If the caretaker responds and requests the Unit terminate services, see **REQU1: Obligee Deceased, Caretaker Requests Termination**.
 - If the caretaker does not respond or apply for services, see **Caretaker Unknown or No Response**.

Updating the Caretaker Case

When setting up a new case for the caretaker, do the following:

- ◆ Copy the obligor's and the children's information from the original case. Verify the correct account type appears on the CASE screen.
- ◆ Follow current office practice in redirecting the existing obligation to the caretaker if the caretaker is not receiving public assistance.
- ◆ Copy the court order information from the original case.
- ◆ Create an obligation. Use the day the court determined the new caretaker began caring for the children as the obligation start date. Keep the same end date as the original order decreed.
- ◆ Add a new end date to the obligation on the original case. Use the date the court determined the new caretaker began caring for the children.
- ◆ If the obligor paid the obligation in full up to that point, ICAR will close the original case under NSOR.
- ◆ If the obligor overpaid and payments are in hold, apply the overpayments to the new case using the date the court determined the new caretaker began caring for the children.
- ◆ If a balance remains on the original case once the end date is added, collect it as you would any other case.

Caretaker Unknown or No Response

Initiate closure using the CONT closure code if:

- ◆ The estate does not respond to your request for information.
- ◆ You are unable to determine who the caretaker is.
- ◆ The caretaker does not respond or does not submit the required form 470-0188, *Application for Nonassistance Support Services*, and fee within the time limit.

Send form 470-0201, *Notice of Termination of Child Support Services*, to the deceased obligor's last known address. See **CONT: Recipient of Services' Location Is Unknown**.

Distributing Money to an Estate

ICAR does not allow you to close a case if the case has money that still needs to be distributed. At times, this money may be owed to a deceased obligor or obligee's estate. When money is due to an estate, do the following:

- ◆ Review all related cases to ensure the money is actually due to the estate. Be sure to check for caretakers or distribution issues.
- ◆ Attempt to locate the executor or attorney for the estate. If you cannot find the estate, attempt to locate possible heirs. Refer to the location process for instructions on locating estate and probate information and locating possible heirs.
 - If you locate the estate or possible heirs, send a copy of form 470-4077, *Deceased Obligor Notice of Money in Hold*, or form 470-4078, *Deceased Obligee Notice of Money in Hold*, to tell the estate or possible heirs that the Unit has money to distribute to the deceased person's estate.
 - If you cannot locate the estate or possible heirs, send a copy of the form to the deceased person's last known address. Address the form to "*The Estate of...*"

Converting Cases from IV-D to Non-IV-D

Sometimes the Unit needs to stop IV-D services but maintain a non-IV-D case on ICAR so CSC can process payments. This happens when a case has an ongoing obligation or a balance due and meets the closure criteria for one of the following closure codes:

CONT	Recipient of services' location is unknown.
COOP	NPA recipient of services fails to cooperate, unable to proceed.
COOP1	Application fee returned for insufficient funds.
COOP2	Obsolete (see Deceased Obligee section).
COOP3	Initiating state will not provide necessary information or materials.
REQU	Termination of services requested; no state arrears.
REQU1	Obligee deceased or caretaker requests termination.

In these instances, the Unit stops IV-D services, but keeps the case open with a 17 case account type.

If you attempt to close a case using one of these closure codes and the case has an ongoing obligation or a balance, ICAR may convert the case from a IV-D to a non-IV-D case. If the case has a balance owed to a 10, 11, 13, or 18 account type, ICAR does not automatically convert the balance types

Automatic Conversion

When you attempt to close a case using closure code CONT, COOP, COOP1, COOP2, COOP3, REQI, or REQI1, ICAR checks the case for an ongoing obligation or balance due before completing the closure process.

- ◆ If the case does not have an ongoing balance due, ICAR does not convert the case to a non-IV-D case, but completes the closure process. See the section of the manual describing each closure code for details.
- ◆ If the case has a balance due to the state of Iowa (a balance assigned to account type 10, 11, 13, or 18), ICAR stops the closure process. You can manually convert the case, if appropriate. See **Manual Conversion**.
- ◆ If the case has an ongoing obligation or a balance due, but no balance due to the state of Iowa, ICAR does the following:
 - Deletes the closure code from the REASON field on the CASE screen.
 - Deletes the date in the TERM NOTICE SENT field on the CASE screen.
 - Enters a “17” in the CURRENT ACCT FIELD on the CASE screen.
 - Processes the case through the subsystem for CASSIGN. Refer to the distribution process for more information.

Manual Conversion

If the obligor owes any balance to the state of Iowa, the Unit must continue to enforce the order until we collect all money owed to the state. Due to distribution hierarchy, the Unit still collects payments and distributes them to the obligee first if a balance is owed to the obligee.

If ICAR stops the closure process because the case has a balance assigned to account type 10, 11, 13, or 18, do the following:

- ◆ Review the demographic information for the obligee and obligor to ensure it is correct.

- ◆ Convert any remaining unpaid non-PA balance to an account type 17. Do not convert balances assigned to account type 10, 11, 13, or 18. Refer to the distribution process for more information.
- ◆ Change the case account type to a 17.
- ◆ If you are converting a case at the request of the obligee, explain to the obligee that the state will continue to enforce the case until the obligor pays the total state balance.

Until the obligor pays all arrears owed the state, do not change the ICAR CASE WORKER ID on the case screen to a CSC worker—the Unit must continue to enforce the case.

Once the obligor pays the total state balance, you may transfer the case to a CSC worker to process payments for any outstanding balance assigned to account type 17. If there is no balance assigned to account type 17 due, ICAR closes the case under NSOR.

Ending an Obligation Upon the Termination of Parental Rights

Legal reference: 45 CFR 303.11(b)(3)(iii); Iowa Code 600B.5

You may close a case when a court terminates the obligor's parental obligation for all children on the case and the case has no balance due. A court-ordered obligation ends when a court terminates the obligor's parental rights for all children on the order. The effective date of the termination of parental rights order becomes the end date of the established child support order.

When the court terminates the obligor's parental rights for all children on a case, do the following:

- ◆ Obtain a copy of the order terminating parental rights.
- ◆ If the case has no order for support, close the case using the "NSOR2" closure code. See **NSOR2: No Order Established, Establishment Now Prohibited**.
- ◆ If the case has an order for support, enter the effective date of the termination of parental rights order as the end date of the established child support order.

- If the case has no remaining balance, close the case using the “NSOR” closure code. See **NSOR: No Current Support, No Arrears**.
- If the case has a remaining balance, continue to enforce the case until the obligor pays the unpaid support in full.

When the court terminates the obligor’s parental rights for some but not all children on a case, continue to provide services for the remaining children. Discuss the case with your supervisor if you have questions.

Note: Follow these procedures in non-parental caretaker cases and in parent cases.

Generating Notice of Termination of IV-D Services to the Recipient

The Unit must send form 470-0201, *Notice of Termination of Child Support Services*, or form 470/0201, *Notice of Termination of Child Support*, to the recipient of services for all closure codes except “LOCS,” “REQU,” “REQU1,” and “GOODA.”

If you close a case using any other manual closure code, ICAR immediately prints the on line version of this form (470-0201) to the local printer. If ICAR closes the case through an automated closure process (AGEL, DECDA, LOCA, LOCA1, NSOR, or NSOR1), ICAR generates one copy of the batch version of this form (470/0201) that is mailed to the recipient of services. You do not need to make a copy of the form for the case file.

See **Preparing for an Appeal** for more information about providing a copy of the notice in case of appeal.

Identifying Cases With Open Processes

Before closing a case, first check data on the Case Process Status (CASESTAT) screen to identify any open establishment or enforcement processes. To access the CASESTAT screen, enter “CASESTAT” in the NEXT SCREEN field from any screen.

A number in front of a process on this screen indicates an active process on the case. For more information about this screen, see 9-E, **CASE SETUP**.

D479HC54	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	CASE PROCESS STATUS	TIME:
CASE NUMBER:	CURRENT ACCT TYPE:	CASE STATUS:
PAYOR.....:		
PAYEE.....:		
INTERSTATE..:	INIT STATE:	RESP STATE:
		MULT:
LOCATION PROCESS	ESTABLISHMENT PROCESS	ENFORCEMENT PROCESS
APADDRESS	PATEST	INCOME WITHHOLDING
APEMPLOYER	ADPAT	ADMIN LEVY
CPADDRESS	ADMIN	LICENSE SANCTION
CPEMPLOYER	URESA	SEEK EMPLOYMENT
		CONTEMPT
MODIFICATION PROCESS		LIENS/BONDS
ADMOD		SEC ENFORCEMENT
REVIEW	DCO	MEDICAL
	REGISTRATION	CREDIT AGENCY REF
SUSPENSION	UIFSA	
REINSTATEMENT		
PF3=UPDATE, PF5=INQUIRY		
NEXT SCREEN:	NOTES:	

Example: If there is an open administrative establishment process on the case, that section of the screen looks like this:

LOCATION PROCESS	X ESTABLISHMENT PROCESS	ENFORCEMENT PROCESS
APADDRESS	PATEST	INCOME WITHHOLDING
APEMPLOYER	ADPAT	ADMIN LEVY
CPADDRESS	1 ADMIN	LICENSE SANCTION
CPEMPLOYER	URESA	SEEK EMPLOYMENT
		CONTEMPT

ICAR Actions

ICAR will not automatically close a case if there is an open process. Instead, ICAR issues a narrative (CLOSE78) documenting why the case did not close and a calendar flag (CLOSE34) informing you of the open process.

Worker Actions

If you attempt to close a case with a manually entered closure code, ICAR displays the on-line message, “CLOSURE NOT ALLOWED – OPEN PROCESS ON THE CASESTAT SCREEN.”

When you receive this message, review the case and end any unnecessary active enforcement or establishment process.

If the case should not close for some reason other than an active enforcement or establishment process, you can prevent case closure by entering an “N” in the CLOSE (N) field on the CASE screen. See **Stopping or Preventing Case Closure**.

CASESTAT Exceptions

ICAR does not stop closure if there is an active CREDIT AGENCY REF, INCOME WITHHOLDING, ADPAT, or PATEST process displayed on CASESTAT.

- ◆ CREDIT AGENCY REF: This process remains active after closure because if more than one of an obligor’s cases meets the criteria for the credit agency referral program, all of the cases display a “1” in front of this field.
- ◆ INCOME WITHHOLDING: This process remains active after closure because certain state law limitations must be met before an income withholding order can be terminated. The Unit cannot terminate an income withholding order just because a child support case closed. Refer to the incoming withholding process for more information.
- ◆ ADPAT: ICAR displays a “1” in the ADPAT field on the CASESTAT screen when a worker enters a date in the MOTHER INTERVIEW SET field on the Administrative Paternity (ADPAT) screen.

The automated case closure programs require more than an interview before determining if there is an open ADPAT process. During automated case closure, ICAR uses the GENERATE NOTICE field on the ADPAT screen to determine if the case has an open ADPAT process.

When a worker manually closes a case, ICAR uses the CASESTAT screen to determine if the case has an open ADPAT process.

- ◆ PATEST: ICAR displays a “1” in the PATEST field on the CASESTAT screen when a worker enters a valid date in the MOTHER INTERVIEW SET field on the Paternity Establishment (PATEST) screen. The automated case closure programs require more than an interview before they determine there is an open paternity establishment process.

During automated case closure, ICAR uses the GENERATE PETITION (Y/N) field on the PATEST screen to determine if the case has an open PATEST process.

When a worker manually closes a case, ICAR uses the CASESTAT screen to determine if the case has an open PATEST process.

IGOOD: Inactive Good Cause

ICAR automatically inactivates a case while the IM worker determines if good cause exists and the Unit should not pursue support establishment or enforcement. ICAR inactivates public assistance (FIP or Medicaid) cases using the “IGOOD” code when:

- ◆ The IM worker enters a “P” in the GOOD CAUSE field on the REFER2 screen. ICAR issues a narrative (REFER56) to document that the IM worker is reviewing the case for good cause.
- ◆ You refer the case to IM by placing an “R” in the GOOD CAUSE field on the PAYEE screen. ICAR issues a narrative (CASE64) to document you referred the case to IM and prompts you to type the reason you made the referral.

The IM worker can make one of three decisions regarding the good cause claim:

- ◆ The IM worker grants good cause and ICAR closes the case. See **GOODA: Good Cause** for more information.
- ◆ The IM worker grants good cause but the Unit may still pursue the case to the extent possible without the recipient’s cooperation. The IM worker enters a “C” in the GOOD CAUSE field. ICAR reactivates the case by removing the “IGOOD” reason code. ICAR also issues a narrative (REFER3) to document that IM determined good cause does not exist.
- ◆ The IM worker denies good cause and enters a “D” in the GOOD CAUSE field. ICAR reactivates the case by removing the “IGOOD” reason code. ICAR also issues a narrative (REFER4) to document that IM determined good cause does not exist.

Preparing for an Appeal

As mentioned earlier in this chapter, the recipient of services can appeal case closure under Iowa Code Chapter 17A. See 1-E, *APPEALS AND HEARINGS*, for information on appeals procedures.

If the recipient of services requests an appeal of the closure, get a copy of form 470-0201, *Notice of Termination of Child Support Services*, or form 470/0201, *Notice of Termination of Child Support*, from the 9-I-Appendix. This blank copy of the on line version (470-0201) or batch version (470/0201) of the form includes the variable text from each of the closure codes.

Mark the box to the left of the case closure reason that corresponds to the language used in the form sent to the recipient of services. Present this form at the appeals hearing along with a screen print of the narratives on the case showing the date the Unit sent the form.

Reopening Closed Cases

Legal reference: 45 CFR 303.11(c); 441 IAC 95.14(2)

The Unit may need to reopen a closed case if there is a change in circumstances that could lead to the establishment of paternity, establishment of a support order, or enforcement of an order. Do not reopen previously closed cases, including FIP and Medicaid-only cases, if there are **no changes** in the circumstances that led to case closure **and no new information** is available.

NPA recipients of service may request that the Unit reopen their cases. To do so, the recipient of services must complete form 470-0188, *Application for Nonassistance Support Services*, and pay the application fee.

To reopen a closed case:

- ◆ Access the CASE screen and enter “A” for active status in the STATUS field.
- ◆ Enter the current date in the REFERRAL/APPLICATION DATE field.
- ◆ Press the F3 key to update the CASE screen.

ICAR deletes the entries in TERM. NOTICE SENT DATE field, the REASON field, and the CASE CLOSED DATE field.

You must reopen each cross-referenced case separately.

Stopping or Preventing Case Closure

You may need to stop the closure process in the following circumstances:

- ◆ You receive a response to form 470-0201, *Notice of Termination of Child Support Services*, or form 470/0201, *Notice of Termination of Child Support*;
- ◆ You receive new information that allows you to take the next step in an establishment or enforcement action; or
- ◆ The obligor is deceased and you are searching for or pursuing available assets.

To reopen a closed case, see **Reopening Closed Cases**.

Delaying the Closure Process Using the DELAY CLOSING/ASSETS Field

When you are searching for or pursuing assets for a deceased obligor, enter a “Y” in the DELAY CLOSING/ASSETS field on the LOCATE screen. This entry prevents ICAR from automatically closing the case with “DECDA” or you from closing the case using “DECD”. ICAR issues a narrative (CLOSE24) documenting the reason the case should not close and a calendar flag (CLOSE7) dated six months in the future.

You can make an entry in the DELAY CLOSING/ASSETS field any time between initial notification of death and actual case closure.

After you complete any enforcement actions or verify there are no more assets to pursue, enter an “N” over the “Y” in the DELAY CLOSING/ASSETS field to allow you or ICAR to close the case.

If you enter a closure code on the CASE screen and a “Y” displays in the DELAY CLOSING/ASSETS field, ICAR displays the following on-line message: “CHANGE Y IN DELAY CLOSING ASSETS ON LOCATE SCREEN TO N.” Determine if there are any assets to be pursued. If not, enter an “N” over the “Y” in the DELAY CLOSING/ASSETS field.

See **DECD: Obligor or Alleged Father Deceased** and **DECDA: Obligor or Alleged Father Deceased**.

Stopping the Closure Process Using the TERM NOTICE SENT DATE Field

You can stop the closure process at any time during the 60 days after the Unit sent form 470-0201, *Notice of Termination of Child Support Services*, or form 470/0201, *Notice of Termination of Child Support*, to the recipient of services. To stop the closure process, enter 00/00/00 in *or* delete the date from the TERM NOTICE SENT DATE field on the CASE screen.

ICAR issues a narrative (CLOSE32) documenting the closure process is not being implemented. Complete the narrative with the reason you are stopping the closure process. ICAR deletes the entry in the REASON field on the CASE screen.

Preventing Automated Closure Using the CLOSE (N) Field

ICAR can close cases using one of the automated closure codes: AGEL, DECDA, LOCA, LOCA1, NSOR, or NSOR1.

To prevent ICAR from closing a case using one of these codes, enter “N” in the CLOSE (N) field on the CASE screen. This entry prevents ICAR from closing the case when it should not be closed. When you place an “N” in the CLOSE (N) field, the automated closure programs bypass processing the case for closure until you remove the “N.” You can still close the case using one of the manual closure codes.

CASE-SPECIFIC CIRCUMSTANCES THAT AFFECT CASE CLOSURE

Certain cases require special consideration during case closure, including:

- ◆ Cases with open interstate screens or involving multiple states.
- ◆ Cases referred from the clerk of court (Iowa Court Information (ICIS) system-only cases).

ICAR may prevent other cases from closing because of certain case conditions.

Conditions That Block Case Closure

ICAR does not automatically close a case or allow you to close a case if the case meets any of the following conditions:

- ◆ The case has a pending refund. Review the Process Refunds (VRREFUND) screen to see if the case has a pending refund.
- ◆ The case has a pending special abstract. Review the Special Abstracts (VRSPECAB) screen to see if the case has a pending special abstract.
- ◆ The case has money that still needs to be distributed. Review the Case Payment History (PAYHIST) screen to see if the case has undistributed money in the HOLD AMOUNT column. If the money is due to a deceased person's estate, see **Distributing Money to an Estate**. Refer to the distribution process for more information.
- ◆ The case has a rejected payment (money can not apply to an account type). Review the PAYHIST screen to see if the case has a rejected payment.
- ◆ The case has open establishment or enforcement processes. Review the CASESTAT screen to see if the case has an open establishment or enforcement process. See **Identifying Cases With Open Processes**.

If ICAR displays a valid entry in the ESTABLISHMENT or ENFORCEMENT columns on the CASESTAT screen, the case has an open process. ICAR does not stop the **automated** closure process because of entries in the following fields:

- ADPAT (ICAR checks the ADPAT screen instead.)
 - PATEST (ICAR checks the PATEST screen instead.)
 - INCOME WITHHOLDING
 - CREDIT AGENCY REF
- ◆ The case has an active paternity establishment process. For automated case closure, ICAR does not use the CASESTAT screen to determine if the case has an active paternity establishment process. Instead, ICAR checks the PATEST screen.

Review the GENERATE PETITION field on the PATEST screen. If this field contains an entry, review the DATE COMPLETED field on the Paternity Establishment 2 (PATEST2) screen. If the GENERATE PETITION field is blank or the DATE COMPLETED field is blank, the case has an active PATEST screen.

- ◆ The case has a pending administrative paternity action. For automated case closure, ICAR does not use the CASTAT screen to determine if the case has a pending administrative paternity action. Instead, ICAR checks the ADPAT screen.

Review the GENERATE NOTICE field on the ADPAT screen. If this field contains an entry, review the ACTION DISMISSED/PROCESS ENDED field on the Administrative Paternity 2 (ADPAT2) screen. If the GENERATE NOTICE field is blank or the ACTION DISMISSED/PROCESS ENDED field is blank, the case has an active ADPAT screen.
- ◆ The case is already closed.
- ◆ The case is in error status because the case cannot run through the subsystem. Review the CHILD screens to see if the case is in error status. The case is in error status if ICAR displays an “E” in the CORRECTION FLAG field on the CHILD screen.
- ◆ The case has a termination reason in the REASON field on the CASE screen.
- ◆ The case has a “Y” in the DELAY CLOSING/ASSETS field on the LOCATE screen.

If the CLOSE (N) field on a CASE screen contains an “N,” ICAR does not automatically close the case. However, you can close a case even if the CLOSE (N) field contains an “N.”

See **Stopping or Preventing Case Closure**.

ICIS-Only Cases

Federal law requires that states have one payment-processing center to process all payments from income withholding orders. These payment-processing centers are called state disbursement units (SDUs). Iowa’s SDU is the Collection Services Center (CSC). CSC processes income-withholding payments received for both IV-D and non-IV-D cases.

The Iowa Court Information System (ICIS) governs non-IV-D cases. In order for CSC to process ICIS-case payments, a case must be established on ICAR. The Unit refers to these non-IV-D cases on ICAR as ICIS-only cases. Since these are not IV-D cases, the normal closure code regulations do not apply to these cases. However, SDU regulations do apply, and ICAR and CSC have processes in place to handle these cases.

ICAR closes ICIS-only cases in one of three situations:

- ◆ ICIS informs the Unit the case is paid in full;
- ◆ The NSOR program determines the case should close; or
- ◆ A worker manually closes the case using the “EROR” closure code.

Notice of Full Satisfaction Through ICIS

When ICIS records a judgment paid in full, ICAR receives a special code that evening. This code indicates there is no longer a support balance due, and the obligation has ended. When ICAR receives this code, ICAR closes the corresponding ICIS-only case with the “EROR” closure code. ICAR does not send form 470-0201, *Notice of Termination of Child Support Services*, to the recipient of services.

If ICAR has no record of receiving payments on the case, ICAR immediately changes the CURRENT ACCT TYPE field on the CASE screen to delete (“D”) status for deletion.

NSOR Program

The NSOR program runs monthly to determine what cases meet the criteria to close. The NSOR program closes ICIS-only cases if the case open date is more than six months in the past and there have been no payments in the last six months. ICAR does the following:

- ◆ Checks the CASE OPEN DATE on the CASE screen.
 - If the opening date is less than six months old, ICAR does not close the case.
 - If the opening date is more than six months old, ICAR checks the most recent payment date.
- ◆ Checks the most recent payment date.
 - If the payment date is less than six months old, ICAR does not close the case.
 - If the payment date is more than six months old, ICAR enters “NSOR” in the REASON field on the CASE screen and the current date in the CASE CLOSED DATE field.

Worker-Entered Closure on ICIS-Only Cases

Workers can manually close ICIS-only cases using the “EROR” closure code in the REASON field.

- ◆ If the case never received a payment, ICAR enters “D” in the STATUS (A/I/C/D/H) field and the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ If the case has ever received a payment, ICAR enters “C” in the STATUS (A/I/C/D/H) field and the current date in the CASE CLOSED DATE field on the CASE screen.

Closing Cases Involving Multiple States

Other states may be involved in an Iowa case because of an interstate referral (incoming or outgoing) or because another state enforces the same order as Iowa.

If Iowa is the responding state in an interstate referral process, Iowa may close the case because:

- ◆ The initiating state asked Iowa to close the interstate case; or
- ◆ The initiating state did not provide the information or materials needed for Iowa to take the next essential step in providing services.

In addition, Iowa may close a case if another state is enforcing the entire obligation and the case has no arrears owed to Iowa, regardless of whether the case has an interstate referral.

Refer to the interstate process for more information about interstate cases.

Initiating State Will Not Provide Necessary Information or Materials

When the initiating state does not provide the information or materials needed for Iowa to take the next essential step in providing services, close the case using the “COOP3” closure code. See **COOP3: Initiating State Won’t Provide Necessary Information**.

Initiating State Requests Closure

If an initiating state requests case closure and provides a reason that matches a valid closure code, close the case under the matching closure code. See **ICAR-INITIATED CLOSURE** and **WORKER-INITIATED CLOSURE**.

If the initiating state does not provide a closure reason or provides a reason that does not fit any closure code, close the case using the “REQU” closure code.

1. Missouri refers a case for paternity establishment. You open a case and begin paternity establishment procedures. The obligee has not received public assistance in the state of Iowa. Later, Missouri requests Iowa close its case because legal proceedings for adoption are pending. Close the case using the “NCIN” closure code.
2. Wisconsin refers a case for enforcement of arrears. You open the case and begin enforcement. The obligee has not received public assistance in the state of Iowa. Six months later, Wisconsin requests that Iowa close its case but does not say why it is requesting closure. Close the case using the “REQU” closure code.

Obligee and Obligor Both Live out of Iowa

Do not close a case simply because the obligee and obligor both move out-of-state. However, you may be able to close the case if you discover another state is enforcing the entire obligation. See **Another State is Enforcing the Same Order**.

The obligee lives in Iowa and applies for IV-D services and you create an NPA case on ICAR. The obligor lives in Missouri. You refer the case to Missouri for establishment and enforcement. Later, the obligee moves to Nebraska.

Do not close this case simply because the obligee moved. Residency is not a requirement to receive IV-D services. Continue with your interstate referral to Missouri requesting establishment and enforcement services.

Later, the obligee applies for services in Nebraska and asks Iowa to close its case. There are no arrears due to the state of Iowa. Close the case using the “REQU” closure code.

Another State is Enforcing the Same Order

If you discover both Iowa and another state are enforcing the same order, take steps to determine which state needs to continue enforcement. If Iowa does not need to continue enforcement, you may be able to close the case using the “REQU” closure code. **Important:** Do not close the case using the REQU closure code if there is a balance owed to Iowa.

When you discover Iowa and another state are enforcing the same order, do the following:

- ◆ Verify that both Iowa and another state are enforcing the same order.
- ◆ Verify that the other state is enforcing **the entire obligation** set in the order, and narrate your findings in detail. Place any printed documentation received in the case file.
- ◆ Advise the state now enforcing the order what we have collected on the order to date (send a certified payment record). Let the other state know Iowa will close its case. Narrate these actions.
- ◆ If Iowa has an IWO with the obligor's employer, notify the employer that the other state's IWO supersedes Iowa's IWO.
- ◆ Enter the date the other state began enforcing the order as the end date for the order on the OBLIG screen. See 9-E, **CASE SETUP**. The end date on ICAR does not affect the actual end date of the order the other state is now enforcing.
- ◆ Suspend the order for the dates associated with any outstanding arrears due to the obligor or another state and narrate.

Note: Verify that the new state is enforcing the entire obligation for all orders (current and arrears) before you enter the suspension.

Remember: Do not suspend the order for the dates FIP was expended in Iowa, or close the case if any arrears are due to Iowa. Refer to the interstate process for more information.

- ◆ Enter comments in the COMMENTS field on the NARRCASE and OBLIG screens explaining the situation. Refer to the interstate process for information about referring Iowa arrears for collection.
- ◆ Let the case process through the distribution subsystem. The next business day, if the case no longer has a balance, enter "REQU" in the REASON field on the CASE screen. If the case still has a balance, correct the case and process through the subsystem again. See the distribution process for more information.
- ◆ Narrate, in detail, the reason Iowa is closing its case (another state is now enforcing all obligations in their entirety).

When closing an interstate case, ICAR sends a status letter or a CSENet transmittal to the other state instead of sending form 470-0201, *Notice of Termination of Child Support Services*. This meets the federal and state requirements for notification of case closure. See 9-J, **Case Closure**.

Note: When Iowa is the responding state and closes a case for any valid closure reason, Iowa's case closure does not affect the status of the case in the initiating state.

1. An obligee receives Medicaid in Texas. Texas establishes an order. The obligee moves to Iowa and receives FIP. Texas refers their arrears to Iowa for collection.

You set up a new case and begin enforcing the Texas order for current support and arrears. The obligor has been paying current support and there are no arrears due to the state of Iowa.

The obligee then moves to Nebraska and begins receiving Medicaid in Nebraska. Nebraska begins enforcing the Texas order for current support and arrears due Texas. You contact Nebraska and verify that Nebraska is enforcing the entire obligation.

Since there are no arrears due to the state of Iowa, close the case using the "REQU" closure code. End the ongoing obligation with the date Nebraska began enforcing the order. Suspend the order for the dates of any outstanding arrears. Narrate why you entered the suspension and enter a comment on the NARRCASE screen.

Let the case process through the distribution subsystem. The next business day verify the case no longer has a balance. Enter "REQU" in the REASON field on the CASE screen.

2. An obligee receives Medicaid in Texas. Texas establishes an order. The obligee moves to Iowa and receives FIP. Texas refers their arrears to Iowa for collection.

You set up a new case and begin enforcing the Texas order for current support and arrears. The obligor does not pay all current support due, and arrears are now due to Iowa.

The obligee then moves to Nebraska and begins receiving Medicaid in Nebraska. Nebraska begins enforcing Texas' order for current support and arrears owed to Texas. You contact Nebraska and verify that Nebraska is enforcing the entire obligation. However, arrears are owed to Iowa.

Do not close the case using the “REQU” closure code. You cannot close the case using the “REQU” closure code if any arrears are owed to Iowa. See the interstate process for more information about referring cases for enforcement of arrears due to Iowa.

HISTORY OVERVIEW

Legal reference: 45 CFR 303.11(d)

Federal regulations require the Unit to retain all case information for a minimum of three years after closure. The Unit meets this requirement by keeping all cases in closed (“C”) status on ICAR for no less than three years. No sooner than three years after a case has closed, a series of history programs move each case to the archived case history file. You may retrieve this information by requesting report S479H012-A, *Archived Case Report*, from ICAR.

The history programs delete cases in delete (“D”) status from ICAR. The history programs do not move cases in “D” status to the archived case history file. At the end of each month, the history programs completely purge “D” status cases from ICAR. You cannot retrieve information on deleted cases.

ICAR places cases in “D” status when a worker corrects an Automated Benefits Calculation (ABC) system link and the ICAR case is no longer needed. This process works as follows:

- ◆ When an obligee receives FIP or Medicaid, the IM worker links the case on ABC to a case on ICAR. The IM worker creates a link between the ABC case and a matching active ICAR case if possible.

If ICAR does not have an active matching case, the IM worker creates a skeleton case on ICAR and links the ABC case to the ICAR skeleton case. When the IM worker creates the skeleton case, ICAR displays an “H” in the STATUS field on the CASE screen to indicate the case is in hold status.

- ◆ If the Unit or the IM worker removes the link between the “H” status ICAR case and the ABC case, the case remains on ICAR in “H” status with no usable information for 30 days. After 30 days, ICAR changes the case from “H” status to “D” status.

Note: Links between the Family and Children Services (FACS) system and foster care cases on ICAR work the same way. Each time the history programs run, these cases in “D” status are completely deleted from ICAR.

Archived Case History File

The archived case history file is a collection of cases and case information archived by the history programs. You may view certain data stored in the archived case history file from ICAR. Two screens associated with this limited view are:

- ◆ The History Name Search (HISTSRCH) screen. Use this screen to search for case participants on archived cases.
- ◆ The Case History Information (CASEHIST) screen. Use this screen to:
 - View a limited amount of core information about the case.
 - Request a Certified payment record, either with or without fund sources.
 - Request a printed report S479H012-A, *Archived Case Report*, containing a comprehensive collection of case information.

The history programs move a case to the archived case history file if it meets the following criteria:

- ◆ The case has been in closed (“C”) status for three or more years as indicated by:
 - A “C” in the STATUS field on the CASE screen, and
 - A date three or more years older than the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ The only outstanding debt is one or a combination of one or more of the following: CRF, CRD, NPA, or TIF.
- ◆ If the case has a remaining 11 account balance on the BALANCE screen, the obligee must have a state ID. ICAR displays the obligee’s state ID in the STATE I.D. field on the PAYEE screen.
- ◆ If the child has not emancipated, there is and never was an amount assigned to any account type except 10, 13, or 16 unless the closure code is DECD, DECDA, or DISA.
- ◆ All associated cases in the total UPPA calculation must be in “C” status for three years.

ICAR displays all associated UPPA cases in the OTHER CASES USED IN TOTAL UPPA CALC field on the BALANCE screen. For each of these associated cases, ICAR must display the following:

- A “C” in the STATUS field on the CASE screen, and
- A date three or more years older than the current date in the CASE CLOSED DATE field on the CASE screen.

Once a case meets all of these criteria, ICAR moves the case and all required data to the archived case history file.

Note: When you make an inquiry for a case on the CASE screen and the case is in the archived case history file, ICAR displays the following on-line message: “CASE IN HISTORY. CHECK CASEHIST SCREEN.”

You can view only a limited amount of the archived case history file data for a case from the CASEHIST screen. You may view all of the archived case history file data on a case by running report S479H012-A, *Archived Case Report*. See **Case History Information Screen (CASEHIST)** for information on requesting report S479H012-A, *Archived Case Report*, for a case. See 9-I-Appendix for direction on reading the *Archived Case Report*.

Case History Name Search Screen (HISTSRCH)

The Case History Name Search (HISTSRCH) screen is patterned after the ICAR Name Search (NAMESRCH) screen and it functions in much the same manner. However, you can only use the HISTSRCH screen to search for cases archived in the archived case history file and the NAMESRCH screen to search for cases still on ICAR.

Note: When you search for a case participant on the NAMESRCH screen and the case participant is not on ICAR, ICAR displays the following on-line message to remind you to check HISTSRCH, “PERSON NOT FOUND IN ICAR. PRESS F6 TO CHECK HISTSRCH.” HISTSRCH has a similar F6 function (described later in this section).

To access the HISTSRCH screen, enter “HISTSRCH” from the NEXT SCREEN field from any screen.

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- ◆ **SOUNDS LIKE:** This field contains four sub-fields arranged side by side to the right of the field's label. When using this search option:
 - You must enter the suspected or phonetic spelling for the last name of the case participant in the first sub-field, up to 16 characters.
 - You may enter the suspected or phonetic spelling for the first name of the case participant in the second sub-field, up to 15 characters.
 - You may enter the suspected or phonetic spelling for the middle name of the case participant in the third sub-field, up to 15 characters.
 - You may enter the suspected suffix for the case participant in the fourth sub-field, up to three characters.
 - ◆ **SSN:** Enter the participant's SSN without dashes to search for a case participant on an archived case using the participants SSN.
 - ◆ **CASE ROLE:** Use this field to narrow down a search for an archived case participant by specifying the role of the case participant, up to five characters. When using this option, you must enter one of the following codes:
 - "PAYEE" to narrow the search to obligees.
 - "PAYOR" to narrow the search to obligors.
 - "CHILD" to narrow the search to children.
 - "ALLGD" to narrow the search to alleged fathers.
 - ◆ **CASE NUMBER:** Enter a case number, up to seven characters, and press the F5 key in order to search for a specific case in the archived case history file.
 - ◆ **SEL:** Use this field to select one result from the list of results found by ICAR. To select a line of data:
 - Tab to the name you want to select and enter an "S" in the column next to the line of desired data.
 - Press the ENTER key.

After you press the ENTER key, ICAR displays the CASEHIST screen associated with the person and case role selected from the list of results.

- ◆ **NAME:** ICAR displays the name of each case participant that matches the search criteria you entered.
- ◆ **SOC-SEC NUMBER:** ICAR displays the SSN associated with each case participant that matches the search criteria you entered.
- ◆ **PERSON ID NBR:** ICAR displays the ICAR-assigned person ID associated with each case participant that matches the search criteria you entered.
- ◆ **CASE NUMBER:** ICAR displays the case number associated with each case participant that matches the search criteria you entered.
- ◆ **RES CO:** ICAR displays the county code of the county in which the obligee lives.
- ◆ **CASE ROLE:** ICAR displays the role of each case participant that matches the search criteria you entered.
- ◆ **CASE WRKR:** ICAR displays the worker ID of the caseworker to whom each case was assigned before being archived to the archive case history file.

Using the HISTSRCH Screen

As with the NAMESRCH screen, the HISTSRCH screen has a variety of ways to search for a case participant. The following list covers the varied combinations you can use to search for a case participant.

- ◆ Using the NAME (LFMS) field:
 - Enter the last name of the participant in the respective sub-fields of the NAME (LFMS) field and press the F5 key.
 - Enter the last and first name in the respective sub-fields of the NAME (LFMS) field and press the F5 key.
 - Enter the last, first, and middle name in the respective sub-fields of the NAME (LFMS) field and press the F5 key.
 - Enter the last and middle name in the respective sub-fields of the NAME (LFMS) field and press the F5 key.

- ◆ Using the SOUNDS LIKE field:
 - Enter the suspected or phonetic spelling for the last name of the case participant in the respective SOUNDS LIKE sub-field and press the F5 key.
 - Enter the suspected or phonetic spelling for the last and first names of the case participant in the respective SOUNDS LIKE sub-fields and press the F5 key.
 - Enter the suspected or phonetic spelling for the last, first, and middle names of the case participant in the respective SOUNDS LIKE sub-fields and press the F5 key.
 - Enter the suspected or phonetic spelling for the last and middle names of the case participant in the respective sub-fields of the NAME (LFMS) field and press the F5 key.

- ◆ Using the SSN field: Enter the social security number for the participant and press the F5 key.

- ◆ Using the CASE ROLE field: Enter the case role (PAYEE, PAYOR, CHILD, ALLGD) in the CASE ROLE field and press the F5 key to enhance your name or SSN search.

Note: You may use the CASE ROLE field in conjunction with the NAME (LFMS), SOUNDS LIKE, or SSN fields. You cannot search for a case participant by using only the case role.

- ◆ Using the CASE NUMBER field: Enter the case number in this field and press the F5 key.

After using one of these methods of searching for a case participant, you can do one of the following:

- ◆ Select a record to view the CASEHIST screen for that case. To do so:
 - Press the F8 and F7 keys to scroll back and forth between multiple pages of results to find the person you need to select.
 - Tab to the SEL field next to the name you wish to select and enter an “S” in the field.
 - Press the ENTER key. ICAR takes you to the CASEHIST screen for that participant’s case.

- ◆ Repeat your search on the NAMESRCH screen using the PF6 function. When you complete a search on HISTSRCH and press F6, ICAR does the following:
 - Copies the search criteria you entered in NAME (LFMS), SOUNDS LIKE, SSN, CASE, and ROLE fields.
 - Displays the NAMESRCH screen.
 - Enters the search criteria from HISTSRCH into the appropriate fields on NAMESRCH.
 - Press F5 to use the search criteria to search cases on ICAR.

Note: The NAMESRCH screen has a similar F6 function to bring you to the HISTSRCH screen. When you press F6 on the NAMESRCH screen, ICAR copies the search criteria from the NAMESRCH screen to the HISTSRCH screen and uses the search criteria to search cases in history. You do not need to press F5 to complete the search.

Case History Information Screen (CASEHIST)

On the CASEHIST screen, ICAR displays the most basic data stored in the archived case history file. In addition, you may request a printed case report from the CASEHIST screen. This printed report contains a more comprehensive overview of the case. See **9-I-Appendix** for information about this report.

To access the CASEHIST screen, select a record from the HISTSRCH screen or enter "CASEHIST" in the NEXT SCREEN field on any screen in ICAR.

HISTORY OVERVIEW

Case History Information Screen (CASEHIST)

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D479HH02		IOWA COLLECTION AND REPORTING SYSTEM			DATE: 99/99/99	
		CASE HISTORY INFORMATION			TIME: 99:99:99	
CASE NUMBER.....:			CASE WORKER ID.....:			
ROLE	NAME	BIRTHDATE	SOC.SEC NBR	STATE ID	ACCT TYPE	
..						
..						
..						
..						
..						
..						
..						
..						
..						
CASE OPEN DATE.....:			C.O. COUNTY FIPS.....:			
CASE CLOSED DATE...:			COURT ORDER #.....:			
REDIRECTION FLAG...:			REQUEST REPORT.....:			
REASON CODE.....:			NEW CASE NBR.....:			
IMAGED.....:						
PF2=ADD CASE, PF3=REQ RPT, PF5=INQUIRY, PF7=PG BWD, PF8=PG FWD, CLEAR=EXIT						
NEXT SCREEN:			NOTES:			
PLEASE ENTER CASE NUMBER						

Fields, descriptions, and values on the CASEHIST screen are:

- ◆ **CASE NUMBER:** Enter the case number, up to seven characters, and press the F5 key. ICAR displays the case record.
- ◆ **CASE WORKER ID:** ICAR displays the worker ID for the last worker assigned to the case.
- ◆ **ROLE:** ICAR displays the role for each participant on the case.
- ◆ **NAME:** ICAR displays the name of each participant on the case.
- ◆ **BIRTHDATE:** ICAR displays the date of birth of each participant on the case.
- ◆ **SOC. SEC NBR:** ICAR displays the SSN of each participant on the case.
- ◆ **STATE ID:** ICAR displays the state ID of each participant on the case.
- ◆ **ACCT TYPE:** ICAR displays the account type associated with each case participant on the case.

- ◆ **CASE OPEN DATE:** ICAR displays the case open date.
 - ◆ **C.O. COUNTY FIPS:** ICAR displays the county Federal Information Processing Standards (FIPS) code for the court order listed on the case.
 - ◆ **CASE CLOSED DATE:** ICAR displays the case closed date.
 - ◆ **COURT ORDER #:** ICAR displays the court order number listed on the original case.
 - ◆ **REDIRECTION FLAG:** ICAR displays one of two entries in this field:
 - Y: ICAR redirected the case to the clerk of court.
 - N: ICAR did not redirect the case to the clerk of court.
 - ◆ **REQUEST REPORT:** ICAR allows one of three entries:
 - Y: Enter a “Y” in this field and press the F3 key twice to request a report S479H012-A, *Archived Case Report*. ICAR prints the report overnight at a central location. Staff members mail the report to you the following day.
 - P: Enter a “P” in this field and press the F3 key twice to request a certified payment record. ICAR prints the record at night to the local office that requested the report.
 - I: Enter an “I” in this field and press the F3 key twice to request a certified payment record without the fund source and batch information. ICAR prints the report overnight at a central location. Staff members mail the report to you the following day.
- Note:** Use “P” if you release the payment record to the obligee or obligor. Use “I” if you release the payment record to other parties.
- ◆ **REASON CODE:** ICAR displays the case closure reason code in this field.
 - ◆ **NEW CASE NBR:** ICAR displays the case number of the rebuilt case.
 - ◆ **IMAGED:** ICAR displays one of two entries:
 - Y: Case documents are imaged.
 - N: Case documents are not imaged.

Viewing an Archived Case

To view the core data on the CASEHIST screen:

- ◆ Enter the case number in the CASE NUMBER field on the CASEHIST screen.
- ◆ Press the F5 key.

Requesting a Report

To request a report S479H012-A, *Archived Case Report*, from the CASEHIST screen:

- ◆ Enter a “Y” in the REQUEST REPORT field on the CASEHIST screen.
- ◆ Press the F3 key twice to update the screen.

ICAR prints this report at night to the local office that requested the report.

Requesting a Payment Record

State and federal regulations prohibit the Unit from disclosing certain payment fund sources to parties other than the obligor or obligee. ICAR displays a fund source code next to all payments made on a case to indicate the source of the payment.

When you generate a payment record from the CASEHIST screen, you have two options.

- ◆ Print a complete payment record. The complete payment record contains all payment information for a case, including the fund source code for each payment. Distribute this payment record **only to the obligee and obligor**. Do not distribute this version of the payment record to any other parties.
- ◆ Print an incomplete payment record. The incomplete payment record contains all payment information for a case but does not include the fund source code for each payment. You may distribute this payment record to the obligor, obligee, or other parties.

To request a payment record from the CASEHIST screen:

- ◆ Enter a “P” (complete) or an “I” (incomplete) in the REQUEST REPORT field on the CASEHIST screen.
- ◆ Press the F3 key twice to update the screen.

ICAR prints this report at night to the local office that requested the report.

Rebuilding a Case

You may find it necessary to rebuild an archived case. You may rebuild a case from the CASEHIST screen. The resulting “rebuilt” case only possesses a minimal amount of the original case’s information.

To rebuild a case from the CASEHIST screen, do the following:

- ◆ Enter the case number in the CASE NUMBER field on the CASEHIST screen.
- ◆ Press the F5 key.
- ◆ When ICAR displays the case you wish to rebuild, press the F2 key.
- ◆ Press the F2 key a second time to confirm your action.

Remember the following when you rebuild a case:

- ◆ ICAR assigns the case a new case number and displays this number in the NEW CASE NUMBER field on the CASEHIST screen.
- ◆ Your new case has the information that ICAR displays on the CASEHIST screen. It does not include all of the archived information.
- ◆ You must print out report S479H012-A, *Archived Case Report*, for the archived case so that you can begin to add the necessary information to the newly created ICAR case.
- ◆ The archived case always remains in the archived case history file, even after you rebuild the case. You can always retrieve information from the old case (including narratives, payment history, payment records, obligation data, etc.) by requesting a report S479H012-A, *Archived Case Report*, from the old case’s CASEHIST screen. (See **Requesting a Report**.)

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Process: **CASE** Number: **64**

Text: Payee referred to IM for good cause. CSRU to cease all action pending determination by IM. Reason for good cause: <worker entered variable>.

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	I		None
	REASON	IGOOD		
PAYEE	GOOD CAUSE:	R		

Process: **CLOSE** Number: **1**

Text: No longer a current support order. All support and/or arrearages paid.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	NSOR – system entered when notice is sent	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **2**

Text: Case closed.

Screen:	Field:	Entry:	Flag:	Status:
CASE	CURRENT ACCT TYPE	17	2	None
	WORKER ID	not AFC, PLD, or AAF		
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **3**

Text: Case closed. Child no longer in foster care.

Screen:	Field:	Entry:	Flag:	Status:
CASE	CURRENT ACCT TYPE	17	2	None
	WORKER ID	AFC, AAF, or PLD		
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **4**

Text: Case closed. Initiating/responding state contacted.

Screen:	Field:	Entry:	Flag:	Status:
CASE	CURRENT ACCT TYPE	14, 15, or 19	2	21
	STATUS (A/I/C/D/H):	C		

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Process: **CLOSE** Number: **5**

Text: Case closed. No response or further information received since notice of termination was sent.

Screen:	Field:	Entry:	Flag:	Status:
CASE	CURRENT ACCT TYPE	11, 12, or 18	2	None
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **6**

Text: Notice of termination sent to obligee. Obligor incarcerated.

No assets or income available. Documentation: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	PRSN	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **7**

Text: Notice of termination sent to obligee. Obligor institutionalized in a psychiatric facility.

No assets or income available. Documentation: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	INST	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **8**

Text: Notice of termination sent to obligee. Obligor has a medically verified total and permanent disability with no evidence of support potential. Documentation: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	DISA	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **9** ICAR no longer issues this narrative

Text: Case placed in 'I' status. Reciprocity initiated.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	ICITZ	4	None
	STATUS (A/I/C/D/H):	I		

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Process: **CLOSE** Number: **10**

Text: Notice of termination sent to obligee. Obligor is in a foreign country, has no reachable income or assets and there is no reciprocity agreement. Documentation: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	CITZ	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **11**

Text: Notice of termination sent to obligee. Not in child's best interest to establish paternity because adoption is pending or rape or incest was involved. Documentation: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON:	NCIN	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **12**

Text: Notice of termination sent to obligee. Putative father excluded by court decision or through genetic tests. No other putative father identified.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	EXCL	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **13** ICAR no longer issues this narrative

Text: Case closed based on IV-A/IV-E 'Good Cause'.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	GOOD	2	None
	CURRENT ACCT TYPE	12 (only after being 11)		

Process: **CLOSE** Number: **14**

Text: Case closed. Obligee requested termination. No support arrearages assigned to the state. Information concerning request: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	REQU	2	None

Process: **CLOSE** Number: **15**

Text: Obligee deceased. Case closed based on caretaker request.

No support arrearages assigned to the state. Documentation: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	REQU1	2	None

Process: **CLOSE** Number: **16**

Text: Notice of termination sent to obligee because of failure to cooperate. Documentation, including action required of payee: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	COOP	1	None
	CURRENT ACCT TYPE	12		
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **17**

Text: Notice of Termination of Child Support Services sent to obligee. Check for the application fee returned due to insufficient funds.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	COOP1	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **18** ICAR no longer issues this narrative

Text: Termination notice sent to obligee address. Obligee is deceased and there has been no response from the caretaker. Documentation: _____.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	COOP2	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **19**

Text: Notice of termination sent to obligee. Mail has been returned and worker has been unable to reach the obligee by telephone. Documentation: _____.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	CONT	None	None
	STATUS (A/I/C/D/H):	A		
	CURRNET ACCT TYPE:	12		

Process: **CLOSE** Number: **20**

Text: Case closed as location-only services were provided.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	LOCS	None	None

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Process: **CLOSE** Number: **21** ICAR no longer issues this narrative.

Text: _____ is deceased. Documentation of death and information about assets:

Screen:	Field:	Entry:	Flag:	Status:
			6	None

Process: **CLOSE** Number: **22** ICAR no longer issues this narrative.

Text: _____ is deceased. Documentation of death and information about assets:

Screen:	Field:	Entry:	Flag:	Status:
			None	None

Process: **CLOSE** Number: **23**

Text: Notice of termination sent to obligee. Obligor deceased. No further action, including levy against estate, can be taken.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	DECD	None	None
	STATUS (A/I/C/D/H):	A		
LOCATE	DATE OF DEATH	Greater than zeros		
	SSN	Greater than zeros		
		Also no address, employer, or payments for 3 years		

Process: **CLOSE** Number: **24**

Text: New information about the deceased and/or assets available: _____

Screen:	Field:	Entry:	Flag:	Status:
LOCATE	DELAY CLOSING/ASSETS	Y	7	None

Process: **CLOSE** Number: **25**

Text: Case closed. Child no longer in foster care. No support due.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	NOFC	2	None
	STATUS (A/I/C/D/H):	C		
	CURRENT ACCT TYPE	17		
	WORKER ID	PLD, AFC, or AAF		

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Process: **CLOSE** Number: **26**

Text: No longer a current support order, past due amounts are under \$500, and no support collected in the past 3 years.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	NSOR1	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **27**

Text: Notice of termination sent to obligee. Paternity cannot be established because child is at least 19 years old and action to establish paternity is barred by statute of limitations.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	AGEL	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **28**

Text: Letter sent to obligee seeking information about: _____

Screen:	Field:	Entry:	Flag:	Status:
None	None	Yearly letter to custodial parent if no location or employer for NCP/AF.	None	None

Process: **CLOSE** Number: **29** ICAR no longer issues this narrative.

Text: Case meets closure criterion: Unable to locate obligor over a 3-yr. period. Placed in inactive status for tax offset and credit reporting.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	ILOCA	9	None

Process: **CLOSE** Number: **30** ICAR no longer issues this narrative.

Text: Dummy closure narrative. This narrative needs to issue 999 after Narrative 29 to generate Flag #10 to worker.

Screen:	Field:	Entry:	Flag:	Status:
			10	

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Process: **CLOSE** Number: **31**

Text: Notice of termination sent to obligee. CSRU has made regular attempts to locate the obligor over a 3-year period, but location of obligor is unknown.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	LOCA	None	None
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **32**

Text: Termination of services not implemented because: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	TERM NOTICE SENT:	00 00 0000	11	None

Process: **CLOSE** Number: **33**

Text: Case opened in error. Explanation: _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	EROR	2	None

Process: **CLOSE** Number: **34** ICAR no longer issues this narrative.

Text: Case closed. Obligee failure to cooperate.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	COOP	2	None
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **35** ICAR no longer issues this narrative.

Text: Case closed. Application fee check returned due to insufficient funds.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	COOP1	2	None
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **36** ICAR no longer issues this narrative.

Text: Case closed. Obligee deceased. No response from caretaker.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	COOP2	2	None
	STATUS (A/I/C/D/H)	C		

Process: **CLOSE** Number: **37** ICAR no longer issues this narrative.

Text: Case closed. Unable to contact obligee.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	CONT	2	None
	STATUS (A/I/C/D/H)	C		

Process: **CLOSE** Number: **38**

Text: Notice received of _____'s death:

Screen:	Field:	Entry:	Flag:	Status:
LOCATE	DECEASED?	Y	5	None

Process: **CLOSE** Number: **39** ICAR no longer issues this narrative.

Text: Case in error status. Correction needed for case closure.

Screen:	Field:	Entry:	Flag:	Status:
			14	

Process: **CLOSE** Number: **40** ICAR no longer issues this narrative.

Text: Automated case closure unsuccessful. Case overpaid.

Screen:	Field:	Entry:	Flag:	Status:
BALANCE	TOTAL COUPON BALANCE	Less than 0.00	15	None

Process: **CLOSE** Number: **41** ICAR no longer issues this narrative.

Text: Case closure unsuccessful. Payments in hold.

Screen:	Field:	Entry:	Flag:	Status:
CPADDVER	VERIFIED	Blank or N	16	None

Also must have been
payments made on case
since no address.

Process: **CLOSE** Number: **42**

Text: Verification received. _____ deceased as of ____/____/____.

Screen:	Field:	Entry:	Flag:	Status:
LOCATE	DATE OF DEATH	Valid date, current or earlier	18	None

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Process: **CLOSE** Number: **43**

Text: IWO account balance below \$50.

Screen:	Field:	Entry:	Flag:	Status:
BALANCE	TOTAL BALANCE DUE	Less than \$50.00	8	None
OBLIG	OBLIG END DATE	Not more than 1 month in the future.		
PAYHIST	FND SRC	MIW or IWO		

Process: **CLOSE** Number: **44**

Text: Notice of balance below \$50 sent to obligor.

Screen:	Field:	Entry:	Flag:	Status:
BALANCE	TOTAL BALANCE DUE	Less than \$50.00	8	None
OBLIG	OBLIG END DATE	Not more than 1 month in the future.		
PAYHIST	FND SRC	Not MIW or IWO		

Process: **CLOSE** Number: **45**

Text: Case will be closed in 60 days at worker request.

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

Process: **CLOSE** Number: **46**

Text: Notice of termination, form 470-0201, not sent to obligee. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
PAYEE	MAILING ADDRESS LINE 1	Empty	20	None
CASE	TERM NOTICE SENT	Greater than zeros		

Process: **CLOSE** Number: **47**

Text: Case re-opened effective ____ / ____ / ____ .

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	Change from C to A	21	1
	CURRENT ACCT TYPE	14, 15, or 19		

Process **CLOSE** Number: **48**

Text: Case re-opened effective ____ / ____ / ____ .

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	Change from C to A	21	None
	CURRENT ACCT TYPE	Not 14, 15, or 19		

Process: **CLOSE** Number: **49**

Text: Notice of balance below \$50, form 470-3210, not sent to obligor. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
BALANCE	TOTAL BALANCE DUE	Less than \$50.00	8	None
OBLIG	OBLIG END DATE	Not more than 1 month in the future.		
PAYHIST	FND SRC	Not MIW or IWO.		
PAYOR	MAILING ADDR. LINE 1	No entry.		

Process: **CLOSE** Number: **50**

Text: Letter to obligee seeking information about obligor not sent. No valid address. Obligor:

Screen:	Field:	Entry:	Flag:	Status:
PAYEE	MAILING ADDRESS LINE 1	Empty.	23	None
		Yearly letter to custodial parent if no location or employer for NCP/AF.		

Process: **CLOSE** Number: **51**

Text: IV-D services no longer provided to obligee. Case remains in 'A' status for payment processing.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON:	Changed to spaces	24	None
	STATUS (A/I/C/D/H)	A		
	WORKER ID:	CSC		
	CURRENT ACCT TYPE	17		

Process: **CLOSE** Number: **52** ICAR no longer issues this narrative.

Text: Case closed for the following reason(s):

There is no longer a current support order and arrearages are under \$500 or unenforceable under state law. Child has reached the age of majority.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	NSOR	25	2
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		
CHILD	EMANC. DATE	Less than current date		

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Process: **CLOSE** Number: **53**

Text: Case closed for the following reason(s):

There is no longer a current support order and arrearages are under \$500 or unenforceable under state law. Child has not reached the age of majority.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	NSOR	25	3
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15 or 19		
CHILD	EMANC. DATE	Greater than current date		

Process: **CLOSE** Number: **54**

Text: Case closed because the putative father is deceased and no further action can be taken.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	DECD OR DECDA		4
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **55**

Text: Case closed because paternity cannot be established. Child is at least 18 years old and paternity action is barred by statute of limitations.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	AGEL		5
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **56**

Text: Case closed because paternity cannot be established. A genetic test or court or administrative process has excluded putative dad as father and no other putative father can be identified.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	EXCL		14
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **57**

Text: Case closed because paternity cannot be established. It would not be in the best interests of the child to establish paternity in this case.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	NCIN		15
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **58**

Text: Case closed because absent parent's location is unknown and attempts to locate parent over a three-year period have been unsuccessful.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	LOCA		6
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **59**

Text: Case closed because absent parent institutionalized in a psychiatric facility. No income or assets are available for levy or attachment.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	INST		7
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **60**

Text: Case closed because absent parent cannot pay support due to incarceration without parole. No income or assets are available for levy or attachment.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	PRSN		7
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **61**

Text: Case closed because absent parent cannot pay support due to medically verified total or permanent disability. No income or assets are available for levy or attachment.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	DISA		7
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

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Process: **CLOSE** Number: **62**

Text: Case closed because parent lives in foreign country and reciprocity with that country cannot be established.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	CITZ		8
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **63** ICAR no longer issues this narrative.

Text: Case closed. Requested location-only services have been provided.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	LOCS		9
	CURRENT ACCT TYPE	17		

Process: **CLOSE** Number: **64**

Text: Case closed because of request by custodial parent. There is no assignment to state of medical support or accrued arrearages.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	REQU		10
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **65** ICAR no longer issues this narrative

Text: Case closed because of finding of good cause based on risk of harm to the child or caretaker relative.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	GOOD		11
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **66**

Text: Case closed. Unable to contact custodial parent by phone or certified letter within 60 calendar days.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	CONT		12
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **67**

Text: Case closed due to custodial parent's non-cooperation and actions.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	COOP		13
	STATUS (A/I/C/D/H)	C		
	CURRENT ACCT TYPE	14, 15, or 19		

Process: **CLOSE** Number: **68**

Text: Cross-referenced case closed; closure code and case number: _____

Screen:	Field:	Entry:	Flag:	Status:
		Issues when a cross-	25	
		referenced case closes.		

Process: **CLOSE** Number: **69**

Text: Notice of termination, form 470-0201, for LOCA not sent to obligee. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
		No valid address for CP	20	
CASE	REASON	LOCA		

Process: **CLOSE** Number: **70**

Text: Batch case closure prevented because _____.

Screen:	Field:	Entry:	Flag:	Status:
CASE	CLOSE (N)	N	26	

Process: **CLOSE** Number: **71**

Text: Allow batch case closure because _____.

Screen:	Field:	Entry:	Flag:	Status:
CASE	CLOSE (N)	Remove N and update	None	None

Process: **CLOSE** Number: **72**

Text: Interstate status report sent to the state of _____.

Screen:	Field:	Entry:	Flag:	Status:
		Any time an interstate status is generated.		

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Process: **CLOSE** Number: **73** ICAR no longer issues this narrative.

Text: Interstate status report not sent to the state of _____.

Screen: Field: Entry: Flag: Status:

Process: **CLOSE** Number: **74**

Text: Case closed at worker's request. State law permanently prevented establishment or an order. Notice to recipient of services sent. Order could not be established because:

_____.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	NSOR2	31	None

Process: **CLOSE** Number: **75**

Text: Closure not completed under COOP3 process. Initiating state provided data through CSENet transaction since code was entered.

Screen:	Field:	Entry:	Flag:	Status:
INTERST2	RESPONSE RECEIVED	Date less than 180 days	30	
INTERST3	RESP RECD	ago		
		Date less than 180 days		
		ago		

Also, any CSENet
transaction in the past
180 days.

Process: **CLOSE** Number: **76**

Text: Worker has requested case closure. No alleged father can be identified for this child after at least one interview with the custodial party. Case will close. Information regarding interview(s): _____

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	NOID	None	None

Process: **CLOSE** Number: **77**

Text: Notice of Termination, 470-0201, not sent to obligor. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	Any entry requiring a notice be sent	33	None
	PAYOR IS APPLICANT	Y		
PAYOR	MAILING ADDRESS LINE 1	None		

Process: **CLOSE** Number: **78**

Text: System attempt to close case stopped due to open process. Worker will review open processes from CASESTAT screen and terminate processes as appropriate.

Screen:	Field:	Entry:	Flag:	Status:
CASESTAT	Any except INCOME WITHHOLDING or CREDIT AGENCY REF.	Any numeric indicator	34	None

Process: **CLOSE** Number: **79**

Text: Initiating state must provide information or assistance for Iowa to complete next essential step in establishment/enforcement. Initiating state has 6 months to provide required material, and has been notified through CSENet or status letter. Information or assistance required:

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	COOP3	29	18
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **80** ICAR no longer issues this narrative.

Text: No text. This narrative only exists to issue calendar flag 27

Screen:	Field:	Entry:	Flag:	Status:
			27	

Process: **CLOSE** Number: **81**

Text: Notice of termination sent to recipient of services. CSRU has made regular attempts to locate the obligor/alleged father over the past year, but location of obligor/alleged father is unknown. Automated sources could not be adequately checked without an SSN.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	LOCAL	None	None

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Process: **CLOSE** Number: **83**

Text: Case closed. Rec'd notice of full satisfaction of a support order from ICIS.

Screen:	Field:	Entry:	Flag:	Status:
		Information from ICIS.	None	None

Process: **CLOSE** Number: **84**

Text: Case closed. No location for alleged father / payor for 1 year.

Automated location tools not available due to lack of SSN.

Screen:	Field:	Entry:	Flag:	Status:
CASE	REASON	LOCA1		17
	STATUS (A/C/I/D/H)	C		

Process: **CLOSE** Number: **85**

Text: CSENet indicates other state closed their case other state case number for the following reason: reason code

Screen:	Field:	Entry:	Flag:	Status:
None	None	Information from CSENet	37	None

Process: **CLOSE** Number: **86**

Text: Batch program determined case closure not allowed. Balance due to the state, enforcement must proceed.

Screen:	Field:	Entry:	Flag:	Status:
None	None	Batch program run weekly	None	None

Process: **CLOSE** Number: **87** ICAR no longer issues this narrative.

Text: The FCR/SSA indicates <case party name> is deceased. This person is the <case party role> on the case. The FCR/SSA date of death is <mm/dd/yyyy>. The last city and state of residence is <city, state>. The worker will allow the FCR/SSA one month to provide any updates before considering this information verified.

Screen:	Field:	Entry:	Flag:	Status:
LOCATE	DECEASED:	Y	40	None

Process: **CLOSE** Number: **88** ICAR no longer issues this narrative.

Text: The FCR/SSA indicates <case party name> is deceased. This person is the <case party role> on the case. The FCR/SSA date of death is <mm/dd/yyyy>. The last city and state of residence is <city, state>. This person's death is considered verified. ICAR DOD and FCR/SSA DOD do not match. Worker will reconcile dates and take appropriate action.

Screen:	Field:	Entry:	Flag:	Status:
LOCATE	DECEASED:	Y	42	None

Process: **CLOSE** Number: **89** ICAR no longer issues this narrative.

Text: The FCR/SSA indicates <case party name> is deceased. This person is the <case party role> on the case. The FCR/SSA date of death is <mm/dd/yyyy>. The last city and state of residence is <city, state>. This person's death is considered verified. ICAR DOD and FCR/SSA DOD match. Worker will take appropriate action.

Screen:	Field:	Entry:	Flag:	Status:
LOCATE	DECEASED:	Y	43	None
	DATE OF DEATH:	MM/DD/YYYY		
PAYEE2	DATE OF DEATH:	MM/DD/YYYY		

Process: **CLOSE** Number: **90** ICAR no longer issues this narrative.

Text: The FCR/SSA indicates <case party name> is not deceased!!! This person is the <case party role> on the case. Prior FCR/SSA records incorrectly reported that this person is deceased! ICAR removed the date of death from this person's record! The worker will not proceed with any actions started as a result of the incorrect information previously provided by FCR/SSA!

Screen:	Field:	Entry:	Flag:	Status:
LOCATE	DECEASED:	BLANK	44	None
	DATE OF DEATH:	00/00/0000		
PAYEE2	DATE OF DEATH:	00/00/0000		

Process: **CLOSE** Number: **91**

Text: The FCR/SSA indicates <child's name> is deceased. This person is the child on the case.

The FCR/SSA date of death is <mm/dd/yyyy>. The last city and state of residence is <city, state>. This child already has a bypass reason on the CHILD2 screen. The worker will add the FCR/SSA information to the comments on the CHILD2 screen.

Screen:	Field:	Entry:	Flag:	Status:
			45	None

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Text: The FCR/SSA indicates <child's name> is not deceased!!! This person is the child on the case. Prior FCR/SSA records incorrectly reported that this person is deceased! The child does not have a date of death listed on the CHILD2 screen. The worker will review the rest of the case and remove any data indicating this child is deceased.

Screen:	Field:	Entry:	Flag:	Status:
			46	None

Process: **CLOSE** Number: **93**

Text: Case closed. Initiating state did not provide information or assistance Iowa requires to complete the next essential step in establishment/enforcement.

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	C		19
	TERM NOTICE SENT	MM/DD/YYYY		
	REASON	COOP3		
	CASE CLOSED	MM/DD/YYYY		

Process: **CLOSE** Number: **94**

Text: Initiating state must provide information or assistance for Iowa to complete the next essential step in establishment/enforcement. Initiating state has 60 days to provide required material, and has been notified through CSENET or status letter. Information or assistance required: <worker entered variable>

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	A	29	18
	TERM NOTICE SENT	MM/DD/YYYY		
	REASON	COOP3		

Process: **CLOSE** Number: **95**

Text: No longer used-- never implemented

Screen:	Field:	Entry:	Flag:	Status:
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Process: **CLOSE** Number: **96**

Text: No longer used-- never implemented

Screen:	Field:	Entry:	Flag:	Status:
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Process: **CLOSE** Number: **97**

Text: IM has determined that good cause is to be granted to payee and further action on this case may be harmful to the custodial parent or child(ren). CSRU is not to proceed with further action on this case. This case has been closed.

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	C	2	11
	TERM NOTICE SENT	BLANK		
	REASON	GOODA		
	CASE CLOSED	MM/DD/YYYY		
REFER2	GOOD CAUSE	A		

Process: **CLOSE** Number: **98**

Text: Notice of Termination sent to the initiating state(s): <state(s) abbreviation>

Obligor/putative father deceased. No further action, including levy against estate, can be taken.

Screen:	Field:	Entry:	Flag:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY	50	
	REASON	DECDA		

Process: **CLOSE** Number: **99**

Text: Notice of Termination sent to obligee. Obligor/putative father deceased. No further action, including levy against estate, can be taken.

Screen:	Field:	Entry:	Flag:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY	50	
	REASON	DECDA		

Process: **CLOSE** Number: **100**

Text: Notice of Termination, form 470-0201, not sent to obligee. No valid address.

Obligor/putative father deceased. No further action, including levy against estate, can be taken.

Screen:	Field:	Entry:	Flag:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY	20	
	REASON	DECDA		

Process: **CLOSE** Number: **101**

Text: Notice of Termination sent to requestor of services: Obligor/putative father's address.

Obligor/putative father deceased. No further action, including levy against estate, can be taken.

Screen:	Field:	Entry:	Flag:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY	50	
	REASON	DECDA		

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Process: **CLOSE** Number: **102**

Text: Notice of Termination, 470-0201, not sent to requestor of services: Obligor/putative father. No valid address. Obligor/putative father deceased. No further action, including levy against estate, can be taken.

Screen:	Field:	Entry:	Flag:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY	33	
	REASON	DECDA		

Process: **CLOSE** Number: **103**

Text: Case will close in 60 days because the obligor/putative father is deceased and no further action can be taken. No notice sent because services are not being provided.

Screen:	Field:	Entry:	Flag:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY		
	REASON	DECDA		

Process: **CLOSE** Number: **104**

Text: This case has been closed because the obligor or putative father is deceased and no further action can be taken. Closure notice has been sent to the following state(s): <state abbreviation(s)>

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	C	2	4
	TERM NOTICE SENT	MM/DD/YYYY		
	REASON	DECDA		
	CASE CLOSED DATE	MM/DD/YYYY		

Process: **REFER** Number: **3**

Text: IM has determined that good cause is to be granted to payee. CSRU may proceed with further action on this case without the cooperation of the custodial parent.

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	A	25	
	REASON	BLANK		
REFER2	GOOD CAUSE	C		

Process: **REFER** Number: **4**

Text: IM has determined that a sufficient basis for good cause does not exist. CSRU is to proceed with further action.

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	A	26	
	REASON	BLANK		
REFER2	GOOD CAUSE	D		

Process: **REFER** Number: **56**

Text: IM is currently reviewing the facts of the claim to determine if good cause exists.

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	I		
	REASON	IGOOD		
REFER2	GOOD CAUSE	P		

Process: **REFER** Number: **58**

Text: IM has determined that there is a threat to the parties on this case and good cause is granted. CSRU may not proceed with any additional actions on this case. Case will close automatically in 60 days.

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	A		
	TERM NOTICE SENT	MM/DD/YYYY		
	REASON	GOODA		
REFER2	GOOD CAUSE	A		

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Process: **CLOSE** Number: **1** ICAR no longer issues this flag. Days: 60

Text: Notice of Termination mailed 60 days ago; case may be eligible for closure.

Screen: Field: Entry: Narrative: Status:
16

Process: **CLOSE** Number: **2** Days: 1

Text: Case closed. Transfer paper file to closed section.

Screen: Field: Entry: Narrative: Status:
3, 4, 5, 13,
14, 15, 25,
33, 34, 35,
36, 37, 54,
97, 104

Process: **CLOSE** Number: **3** ICAR no longer issues this flag. Days: 1

Text: The Unit case closed. Review foster care balance and assign to foster care worker.

Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **4** ICAR no longer issues this flag. Days: 365

Text: Case in "I" status. Check for reciprocity and possible enforcement.

Screen: Field: Entry: Narrative: Status:
15

Process: **CLOSE** Number: **5** ICAR no longer issues this flag. Days: 60

Text: Notice received of obligor/putative father's death; check documentation/verification.

Screen: Field: Entry: Narrative: Status:
38

Process: **CLOSE** Number: **6** ICAR no longer issues this flag. Days: 365

Text: 1 year delay ended; close case if no further action can be taken.

Screen: Field: Entry: Narrative: Status:
21

Process: CLOSE		Number: 7	Days: 183	
Text: Obligor deceased. Review case for assets and case closure.				
Screen:	Field:	Entry:	Narrative:	Status:
			24	

Process: CLOSE	Number: 8	ICAR no longer issues this flag.	Days: 1
Text: Balance below \$50. Review for closure.			
Screen:	Field:	Entry:	Narrative: Status:
			43, 44 1

Process: CLOSE	Number: 9	ICAR no longer issues this flag.	Days: 999
Text: Dummy flag for case closure.			
Screen:	Field:	Entry:	Narrative: Status:
			29

Process: CLOSE	Number: 10	ICAR no longer issues this flag.	Days: 96
Text: Inactive for 3 years due to failure to locate. Close case.			
Screen:	Field:	Entry:	Narrative: Status:
			30

Process: CLOSE		Number: 11	Days: 1	
Text: Dummy calendar to delete Calendar #2 from Narrative #32.				
Screen:	Field:	Entry:	Narrative:	Status:
			32	

Process: **CLOSE** Number: **13** ICAR no longer issues this flag. Days:
Text: Case closed. Transfer paper file to closed section.
Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **14** ICAR no longer issues this flag. Days: 1
Text: Case in error status. Correction needed for automated closure.
Screen: Field: Entry: Narrative: Status:
39

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Process: CLOSE	Number: 15	ICAR no longer issues this flag.	Days:	
Text: Automated case closure unsuccessful. Case overpaid.				
Screen:	Field:	Entry:	Narrative:	Status:
			40	

Process: CLOSE	Number: 16	ICAR no longer issues this flag.	Days: 1	
Text: Automated case closure unsuccessful. Payments in hold.				
Screen:	Field:	Entry:	Narrative:	Status:
			41	

Process: CLOSE	Number: 17	ICAR no longer issues this flag.	Days: 1	
Text: CSRU case closed. Transfer file to closed section.				
Screen:	Field:	Entry:	Narrative:	Status:

Process: CLOSE	Number: 18		Days: 1	
Text: Dummy flag				
Screen:	Field:	Entry:	Narrative:	Status:
			42	

Process: CLOSE	Number: 19	ICAR no longer issues this flag.	Days: 1	
Text: Review case for closure, code CONT.				
Screen:	Field:	Entry:	Narrative:	Status:

Process: CLOSE	Number: 20		Days: 1	
Text: Notice of Termination not sent to payee for case closure. No payee address: Review for payee location.				
Screen:	Field:	Entry:	Narrative:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY	46, 69, 100	
	REASON	NON-BLANK		

Process: CLOSE	Number: 21		Days: 1	
Text: Dummy flag				
Screen:	Field:	Entry:	Narrative:	Status:
			47, 48	

Process: **CLOSE** Number: **22** ICAR no longer issues this flag. Days: 1
Text: Notice of balance below \$50 (form 470-3210) not sent to obligor. No obligor address.
Screen: Field: Entry: Narrative: Status:
49

Process: **CLOSE** Number: **23** Days: 1
Text: Letter to obligee seeking information about obligor/alleged father (form 470-3199) not sent. No valid address.
Screen: Field: Entry: Narrative: Status:
50

Process: **CLOSE** Number: **24** Days:
Text: IV-D services ended. Transfer paper file to closed section.
Screen: Field: Entry: Narrative: Status:
51

Process: **CLOSE** Number: **25** ICAR no longer issues this flag. Days:
Text: Cross-referenced case closed.
Screen: Field: Entry: Narrative: Status:
52, 68

Process: **CLOSE** Number: **26** Days: 120
Text: Review case for removal of 'N' to allow case closure.
Screen: Field: Entry: Narrative: Status:
70

Process: **CLOSE** Number: **27** ICAR no longer issues this flag. Days:
Text: Review case for open obligation but no balance.
Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **28** ICAR no longer issues this flag. Days:
Text: Payor has been verified as deceased. Modify end-date of payor's order on ICAR to date of death. Proceed with appropriate enforcement action against the estate for any arrears.
Screen: Field: Entry: Narrative: Status:

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Days: 58

Text: Time allowed for initiating state to respond to request for information has expired. Check for information returned from initiating state. If none, allow system to close case overnight.

Screen:	Field:	Entry:	Narrative:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY	94	18
	REASON	COOP3		

Process: **CLOSE** Number: **30**

Days:

Text: COOP3 closure canceled. Initiating state responded with information through CSENET transaction. Review case for next appropriate action.

Screen:	Field:	Entry:	Narrative:	Status:
			75	

Process: **CLOSE** Number: **31**

Days: 60

Text: Check for response from custodial party regarding closure under NSOR2. 60-day delay has expired.

Screen:	Field:	Entry:	Narrative:	Status:
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Process: **CLOSE** Number: **32** ICAR no longer issues this flag. Days: 1

Text: Notice of Termination not sent to recipient of services. No address available. Review for CONT.

Screen:	Field:	Entry:	Narrative:	Status:
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Process: **CLOSE** Number: **33**

Days:

Text: Notice of Termination not sent to payor/AF for case closure. No payor/AF address: Review for payor/AF location.

Screen:	Field:	Entry:	Narrative:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY	102	None
	REASON	NON-BLANK		

Process: **CLOSE** Number: **34**

Days:

Text: System attempt to close case overnight halted due to open process on CASESTAT screen. Terminate all open processes to allow for case closure.

Screen:	Field:	Entry:	Narrative:	Status:
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Process: **CLOSE** Number: **35** ICAR no longer issues this flag. Days:

Text: Received information from COC. A full satisfaction of judgment has been filed. Review for case closure.

Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **36** ICAR no longer issues this flag. Days:

Text: Review case. Payment received since closure code entered on the case, but before closure completed. Re-open case if appropriate.

Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **37** Days:

Text: CSENet indicates the following state closed their case for the reason below: _____

Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **38** Days:

Text: The status has been changed for a case in another state. The case is now (o)pen or (c)losed. Contact the other state for more information if needed.

Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **39** Days:

Text: FACS indicates child left foster care. Contact social worker for the child and send Notice of Continued Support Services to the family who has custody of the child.

Screen:	Field:	Entry:	Narrative:	Status:
	This calendar flag does	This calendar flag does	None	None
	not issue.	not issue.		

Process: **CLOSE** Number: **40** ICAR no longer issues this flag. Days: 35

Text: FCR/SSA data indicates the following person is deceased. Consider the death of this person verified and take appropriate action.

FCR/SSA data: <system entered variable>

Screen:	Field:	Entry:	Narrative:	Status:
LOCATE	DECEASED:	Y	87	None
	DATE OF DEATH:	MM/DD/YYYY		

CALENDAR FLAGS

Iowa Department of Human Services

Title 9 General Information

Revised January 27, 2006

Chapter I Case Closure

Process: **CLOSE** Number: **41** ICAR no longer issues this flag. Days:

Text: ICAR updated the following person's DOD based on FCR/SSA data. Another calendar flag will notify you when the information is considered verified.

FCR/SSA data: <system entered variable>

Screen:	Field:	Entry:	Narrative:	Status:
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Process: **CLOSE** Number: **42** No longer issues this flag. Days:

Text: FCR/SSA data verifies the following person is deceased. ICAR DOD does not match FCR/SSA DOD. Reconcile dates and take appropriate action.

FCR/SSA data: <system entered variable>

Screen:	Field:	Entry:	Narrative:	Status:
LOCATE	DECEASED:	Y	88	
	DATE OF DEATH:	MM/DD/YYYY		

Process: **CLOSE** Number: **43** No longer issues this flag. Days:

Text: FCR/SSA data verifies the following person is deceased. ICAR DOD matches the FCR/SSA DOD. Take appropriate action.

FCR/SSA data: <system entered variable>

Screen:	Field:	Entry:	Narrative:	Status:
LOCATE	DECEASED:	Y	89	
	DATE OF DEATH:	MM/DD/YYYY		

Process: **CLOSE** Number: **44** No longer issues this flag. Days:

Text: FCR/SSA data indicates the following person is not deceased!!!! ICAR removed the DOD!!!! Do not proceed with any actions based on previous data indicating this person is deceased!!!

Screen:	Field:	Entry:	Narrative:	Status:
LOCATE	DECEASED:	Y	90	
	DATE OF DEATH:	BLANK		

Process: **CLOSE** Number: **45** Days:

Text: FCR/SSA data indicates the following child is deceased. The child already has a bypass reason on the CHILD2 screen. Add the following FCR/SSA information to the comments on the CHILD2 screen: <system entered variable>

Screen:	Field:	Entry:	Narrative:	Status:
CHILD2	EST BY-PASS:	NON-BLANK	91	

Process: **CLOSE** Number: **46**

Days:

Text: FCR/SSA indicates the following child is not deceased! The child does not have a date of death listed on CHILD2. Check the rest of the case and remove any data indicating this child is deceased.

Screen: Field: Entry: Narrative: Status:
92

Process: **CLOSE** Number: **47** ICAR no longer issues this flag. Days:

Text: The other state plans to close this case in 60 days because Iowa has not responded to their request for addl info. Please contact other state or provide info.

Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **48** ICAR no longer issues this flag. Days:

Text: The other state has closed this interstate case claiming Iowa did not provide the info/assistance it needs to process the case. End INTERSTA screen or initiate referral.

Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **49** ICAR no longer issues this flag. Days:

Text: Created for the GOODA process but never used. Using existing cal flag close 2 instead.

Screen: Field: Entry: Narrative: Status:

Process: **CLOSE** Number: **50** Days: 60

Text: Notice of Termination issued 60 days ago. Review for response from requestor of services with further information. Should case remain open?

Screen: Field: Entry: Narrative: Status:
CASE TERM NOTICE SENT MM/DD/YYYY 98, 99, 101
REASON DECDA

CALENDAR FLAGS

Iowa Department of Human Services

Title 9 General Information

July 22, 2005

Chapter I Case Closure

Process: **REFER** Number: **25**

Days: 1

Text: IM has determined that good cause is to be granted to CP. CSRU may proceed with action on the case.

Screen:	Field:	Entry:	Narrative:	Status:
CASE	STATUS (A/I/C/D/H)	A	3	
	REASON	BLANK		
REFER2	GOOD CAUSE	C		

Process: **REFER** Number: **26**

Days: 1

Text: IM has determined that a sufficient basis for good cause does not exist. CSRU may proceed to enforce.

Screen:	Field:	Entry:	Narrative:	Status:
CASE	STATUS (A/I/C/D/H)	A	4	
	REASON	BLANK		
REFER2	GOOD CAUSE	D		

STATUS MESSAGES

Process: **CLOSE** Number: **1**

Text: The above referenced case was re-opened effective ____/____/____ .

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	TERM NOTICE SENT	Spaces through existing date	47	

| Process: **CLOSE** Number: **2** ICAR no longer issues this status.

Text: This case has been closed because there is no longer a current support order and arrearages are under \$500 or unenforceable under state law.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	NSOR1	52	
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **3**

Text: This case has been closed because there is no longer a current support order and arrearages are under \$500 or unenforceable under state law.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	NSOR1	53	
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **4**

Text: This case has been closed because the putative father is deceased and not further action can be taken.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	DECD	54	
	STATUS (A/I/C/D/H):			

Process: **CLOSE** Number: **5**

Text: This case has been closed because paternity cannot be established because the child is at least 18 years old and paternity action is barred by the statute of limitations.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	AGEL	55, 56, 57	
	STATUS (A/I/C/D/H):	C		

STATUS MESSAGES

Iowa Department of Human Services

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July 22, 2005

Chapter I Case Closure

Process: **CLOSE** Number: **6**

Text: This case has been closed because the noncustodial parent's location has been unknown for a 3-year period.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	LOCA	58	
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **7**

Text: This case has been closed because the absent parent cannot pay support for the following reason(s):

The parent is institutionalized in a psychiatric facility; is incarcerated without parole; or has a total and permanent disability. No income or assets are available.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	INST, PRSN, or DISA	59, 60, 61	
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **8**

Text: This case has been closed because the noncustodial parent lives in a foreign country.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	CITZ	62	
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **9**

Text: This case has been closed because the requested location-only services have been provided.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	LOCS	63	
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **10**

Text: This case has been closed because of the recipient of services' request. There is no assignment to the state of medical support or accrued arrearages.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	REQU	64	
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **11**

Text: This case has been closed because of a finding of good cause based on risk of harm to the child or caretaker relative.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	GOODA	97	2
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **12**

Text: This case has been closed because of our inability to locate the custodial parent by phone or certified letter within 60 calendar days.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	CONT	66	
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **13**

Text: This case has been closed due to the non-cooperation and actions of the custodial parent.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	COOP	67	
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **14**

Text: This case has been closed because paternity cannot be established because a genetic test or a court or an administrative process has excluded the putative father, and no other putative father could be named.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	EXCL		
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **15**

Text: This case closed because it was not in the best interests of the child to establish paternity.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	NCIN		
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **16**

Text: This case closed because the identity of the alleged father could not be determined after at least one interview with the custodial party.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	NOID		
	STATUS (A/I/C/D/H):	C		

STATUS MESSAGES

Iowa Department of Human Services

Title 9 General Information

July 22, 2005

Chapter I Case Closure

Process: **CLOSE** Number: **17**

Text: This case has been closed because the noncustodial parent's location has been unknown for a 1-year period.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	LOCA1		
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **18**

Text: As the initiating state in this case, Iowa's CSRU needs you to provide the following information to allow us to take the next essential step in the case. If you do not provide us with the necessary data, we will close this case under 45 CFR 303.11(b)(12).

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	COOP3		
	STATUS (A/I/C/D/H):	A		

Process: **CLOSE** Number: **19**

Text: You have not provided the necessary information that Iowa requested for this case. Iowa has closed the case under authority of 45 CFR 303.11(b)(12). Iowa's case is now closed.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	COOP3		
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **20** ICAR no longer issues status.

Text: This case has been closed because there is no longer a current support order and arrearages are under \$500.00 or unenforceable under state law.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	REASON	NSOR, NSOR1, or NSOR2		
	STATUS (A/I/C/D/H):	C		

Process: **CLOSE** Number: **21**

Text: This case has been closed.

Screen:	Field:	Entry:	Narrative:	Flag:
CASE	STATUS (A/I/C/D/H):	C		



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 6, 2004

GENERAL LETTER NO. 9-I-1

ISSUED BY: Bureau of Collections,
Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE**, Title page, new;
Contents (pages 1 through 4), new; and pages 1 through 135, new.

Summary

This new chapter includes:

- ◆ Explanation of criteria for closing cases.
- ◆ Explanations of the ICAR screens and information for the completion of screens.
- ◆ Narratives, flags, and status information for the case closure process.

Effective Date

Upon receipt.

Material Superseded

None.

Additional Information

Refer questions about this general letter to your regional collections administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 24, 2004

GENERAL LETTER NO. 9-I-2

ISSUED BY: Bureau of Collections,
Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE**, Contents (pages 2, 3, and 4), revised; Contents (page 5), new; and pages 29 through 32, 41 through 45, 73 through 78, and 87 through 91, revised.

Summary

This chapter is revised to provide updated information about processing and closing cases that have deceased obligors or deceased obligees.

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 9, Chapter I, and destroy Contents (pages 2-4), and pages 29-32, 41-45, 73-78, and 87-91, all dated July 6, 2004.

Additional Information

Refer questions about this general letter to your regional collections administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 22, 2005

GENERAL LETTER NO. 9-I-3

ISSUED BY: Bureau of Collections,
Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE**, Contents (pages 1 through 4), revised; pages 1, 4, 7 through 82, 85 through 88, 97, 108 through 111, 118, 120, and 124 through 135, revised; and pages 136 through 142, new.

Summary

This chapter is revised to reflect policy and ICAR changes relating to the case closure process. These changes include:

- ◆ Updates to legal references.
- ◆ Clarification of the form number for the *Notice of Termination of Child Support Services* generated when ICAR initiates closure (470/0201).
- ◆ Addition of new criteria ICAR uses when moving cases to the History Archive File.
- ◆ Updates to the "GOOD" closure code documentation, as this code is now obsolete.
- ◆ Addition of new automated closure codes "GOODA" and "DECDA."
- ◆ Clarification regarding the differences between the worker-initiated closure code "DECD" and the ICAR-initiated closure code "DECDA."
- ◆ Clarification for updating the DELAY CLOSING/ASSETS field on the LOCATE screen regarding the DECD and DECDA closure codes.
- ◆ Instructions for reviewing the VERIFIED LOC, DATE, and AF ADDED fields on the LOCATE screen regarding the LOCA and LOCA1 closure codes.
- ◆ Updates to the "LOCS" closure code documentation, as this code is now obsolete.
- ◆ Changes to the timeframe allowed for an initiating state to take action regarding the COOP3 closure code from 180 days to 90 days.
- ◆ Addition of a link to form 470-3158, *Physician's Statement*, in 11-G, **LICENSE SANCTION**, regarding the "DISA" closure code.
- ◆ Clarification of the ability for inmates to earn wages subject to income withholding regarding the "PRSN" closure code.

- ◆ Clarification of accepting a verbal request to close a case from the recipient of services regarding the “REQU” closure code.
- ◆ Clarification regarding the generation of the online version of form 470-0201 and the batch version of form 470/0201, *Notice of Termination of Child Support Services*, and the appeals process.
- ◆ Explanation of entries made to the GOOD CAUSE fields on the REFER2 and PAYEE screens and their effect on the case status (active versus inactive).
- ◆ Updates to narratives, calendar flags and statuses.
- ◆ Additions to narratives and calendar flags.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees’ Manual, Title 9, Chapter I, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	July 6, 2004
Contents (page 2-5)	September 24, 2004
1, 4, 7-28	July 6, 2004
29-32	September 24, 2004
33-40	July 6, 2004
41-45	September 24, 2004
46-72	July 6, 2004
73-78	September 24, 2004
79-82, 85, 86	July 6, 2004
87, 88	September 24, 2004
97, 108-111, 118, 120, 124-135	July 6, 2004

Additional Information

Refer questions about this general letter to your regional collections administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

January 27, 2006

GENERAL LETTER NO. 9-I-4

ISSUED BY: Bureau of Collections,
Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE**, pages 124, 125, 135,
and 136, revised.

Summary

This chapter is revised to show ICAR case narratives, CLOSE 87 through CLOSE 90, and calendar flags, CLOSE 40 through CLOSE 44, that are no longer issued.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employee's Manual Title 9, Chapter I, and destroy them:

<u>Page</u>	<u>Date</u>
124, 125, 135, 136	July 22, 2005

Additional Information

Refer questions about this general letter to your regional collections administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

December 15, 2006

GENERAL LETTER NO. 9-I-5

ISSUED BY: Bureau of Collections,
Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE**, pages 80 and 81,
revised.

Summary

This chapter is revised to:

- ◆ Remove the manual reference to Title 9, Chapter E, **CASE SETUP**. The CASSIGN screen is no longer covered in that manual chapter.
- ◆ Clarify that workers convert any remaining unpaid non-PA balance to a new account type before closing the case.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter I, and destroy them:

<u>Page</u>	<u>Date</u>
80, 81	July 22, 2005

Additional Information

Refer questions about this general letter to your regional collections administrator.